ITS Mississippi Department of Information Technology Services

RFP No: 3550

INVITATION: Sealed proposals, subject to the attached conditions, will be received at this office until July 31, 2009 **@ 3:00 p.m.** Central Time for the acquisition of the products/services described below for Mississippi State Department of Health (MSDH).

Acquisition of services from a qualified Vendor to implement a comprehensive WIC Clinical system comprised of the transfer of the SPIRIT WIC System and the acquisition and integration of a Food Management System

MANDATORY VENDOR CONFERENCE: Monday, June 29, 2009 at 10:00 a.m. in the Osborne Auditorium at the MSDH Central Office, 570 East Woodrow Wilson, Jackson, Mississippi 39215

The Vendor must submit proposals and direct inquiries to:

Rita Rutland
Technology Consultant
Information Technology Services
Suite 508, 301 N. Lamar Street
Jackson, MS 39201-1495
(601) 359-1022
Rita.Rutland@its.ms.gov

To prevent opening by unauthorized individuals, all copies of the proposal must be sealed in the package. The following must be clearly typed on a label affixed to the package in a clearly visible location:

PROPOSAL, SUBMITTED IN RESPONSE TO
RFP NO. 3550
due July 31, 2009 @ 3:00 p.m.,
ATTENTION: Rita Rutland

_____

David L. Litchliter
Executive Director, ITS

ITS RFP Response Checklist

RFP Response Checklist: These items should be included in your response to RFP 3550.

_____ 1) One clearly marked original response and 10 identical copy/copies of the complete proposal. Label the front and spine of the three-ring loose-leaf binder with the Vendor name and RFP number. Include the items listed below inside the binder. Please DO NOT include a copy of the RFP in your binder.

_____ 2) *Submission Cover Sheet*, signed and dated. (Section I)

_____ 3) *Proposal Bond*, if applicable (Section I)

_____ 4) *Proposal Exception Summary*, if applicable (Section V)

_____ 5) Vendor response to *RFP Questionnaire* (Section VI)

_____ 6) Point-by-point response to *Technical Specifications* (Section VII)

_____ 7) One clearly marked original response and an electronic copy on CD of the *Cost Information Submission* (Section VIII) submitted as a separate sealed proposal that is clearly marked with Vendor's Name and "Cost Proposal in Response to RFP 3550 – Do Not Open."

_____ 8) *References* (Section IX)

_____ 9) Letter to the State signed by the Vendor's legal counsel certifying that he/she has reviewed the RFP, the Vendor's proposal in response to the RFP and the Standard Contract included in Exhibit A.

_____ 10) Functional Requirements Traceability Matrix

_____ 11) Preliminary Project Workplan

_____ 12) Resumes/References for Key Individuals

_____ 13) Preliminary Data Definition Language (DDL), Entity Relationship Diagrams (ERD), Data Dictionaries, and Data Models

_____ 14) Organizational Charts (Corporate and Project)

_____ 15) Annual Report, Consolidated Balance Sheets, etc.

_____ 16) Electronic Copy of Sample Deliverables on CD – Risk Management Plan, Capacity Study, Conversion/Data Migration Plan, User/Technical Documentation, Training Plan, Test Plan, Backup & Recovery Plan, DR/BC Plan, Detailed Implementation Plan, and Security Plan

_____ 17) Executive Summary

Table of Contents

SECTION I 5
SUBMISSION COVER SHEET & CONFIGURATION SUMMARY 5
PROPOSAL BONDS 6
SECTION II 7
PROPOSAL SUBMISSION REQUIREMENTS 7
SECTION III 11
VENDOR INFORMATION 11
SECTION IV 15
LEGAL AND CONTRACTUAL INFORMATION 15
SECTION V 28
PROPOSAL EXCEPTIONS 28
PROPOSAL EXCEPTION SUMMARY FORM 30
SECTION VI 31
RFP QUESTIONNAIRE 31
SECTION VII 34
TECHNICAL SPECIFICATIONS 34
SECTION VIII 129
COST INFORMATION SUBMISSION 129
SECTION IX 132
REFERENCES 132
REFERENCE FORM 133
SUBCONTRACTOR REFERENCE FORM 134
EXHIBIT A 135
STANDARD CONTRACT 135
EXHIBIT B 160
MSDH STANDARD DATABASE DESIGN LIFECYCLE 160
EXHIBIT C 161
DESCRIPTION OF CURRENT WIC SYSTEM 161
EXHIBIT D 169
IAPD 169
EXHIBIT E 224
APDU 224
EXHIBIT F 227
UPDATED NETWORK DIAGRAMS 227
EXHIBIT G 230
MS RESPONSE TO FNS QUESTIONS 230
EXHIBIT H 277
FUNCTIONAL REQUIREMENTS TRACEABILITY MATRIX 277

SECTION I
SUBMISSION COVER SHEET & CONFIGURATION SUMMARY

Provide the following information regarding the person responsible for the completion of your proposal. This person should also be the person the Mississippi Department of Information Technology Services, (**ITS**), should contact for questions and/or clarifications.

Name	_____	Phone #	_____
Address	_____	Fax #	_____
	_____	E-mail	_____

Subject to acceptance by **ITS**, the Vendor acknowledges that by submitting a proposal AND signing in the space indicated below, the Vendor is contractually obligated to comply with all items in this Request for Proposal (RFP), including the Standard Contract in Exhibit A if included herein, except those listed as exceptions on the Proposal Exception Summary Form. If no *Proposal Exception Summary Form* is included, the Vendor is indicating that he takes no exceptions. This acknowledgement also contractually obligates any and all subcontractors that may be proposed. Vendors who sign below may not later take exception to any point during contract negotiations. The Vendor further certifies that the company represented here is an authorized dealer in good standing of the products/services included in this proposal.

_____/_____
Original signature of Officer in Bind of Company/Date

Name (typed or printed)	_____
Title	_____
Company name	_____
Physical address	_____
	_____
State of Incorporation	_____

CONFIGURATION SUMMARY

The Vendor must provide a summary of the main components of products/services offered in this proposal using 100 words or less.

PROPOSAL BONDS

Please refer to Item No. 36, “Proposal Bond” in Section IV to determine if a Proposal Bond is required for this procurement. If required, please attach the bond here.

SECTION II
PROPOSAL SUBMISSION REQUIREMENTS

The objective of the Proposal Submission Requirements section is to provide Vendors with the information required to submit a response to this Request for Proposal (RFP). A Vendor who has responded to previous RFPs issued by **ITS** should not assume that the requirements are the same, as changes may have been made.

1. Failure to follow any instruction within this RFP may, at the State's sole discretion, result in the disqualification of the Vendor's proposal.

2. The State has no obligation to locate or acknowledge any information in the Vendor's proposal that is not presented under the appropriate outline according to these instructions and in the proper location.

3. The Vendor's proposal must be received, in writing, by the office of **ITS** by the date and time specified. **ITS** is not responsible for any delays in delivery or expenses for the development or delivery of proposals. Any proposal received after proposal opening time will be returned unopened.

4. Proposals or alterations by fax, e-mail, or phone will not be accepted.

5. Original signatures are required on one copy of the Submission Cover Sheet and Configuration Summary, and the Vendor's original submission must be clearly identified as the original. The Vendor's original proposal must include the Proposal Bond, (if explicitly required in Section IV).

6. **ITS** reserves the right to reject any proposals, including those with exceptions, prior to and at any time during negotiations.

7. **ITS** reserves the right to waive any defect or irregularity in any proposal procedure.

8. The Vendor may intersperse their response following each RFP specification but must not otherwise alter or rekey any of the original text of this RFP. If the State determines that the Vendor has altered any language in the original RFP, the State may, in its sole discretion, disqualify the Vendor from further consideration. The RFP issued by **ITS** is the official version and will supersede any conflicting RFP language submitted by the Vendor.

The Vendor must conform to the following standards in the preparation of the Vendor's proposal:

8.1 The Vendor is required to submit one clearly marked original response and 12 identical copy/copies of the complete proposal, including all sections and exhibits, in three-ring binders.

8.2 To prevent opening by unauthorized individuals, all copies of the proposal must be sealed in the package. A label containing the information on the RFP cover page must be clearly typed and affixed to the package in a clearly visible location.

8.3 Number each page of the proposal.

8.4 Respond to the sections and exhibits in the same order as this RFP.

8.5 Label and tab the responses to each section and exhibit, using the corresponding headings from the RFP.

8.6 If the Vendor does not agree with any item in any section, then the Vendor must list the item on the *Proposal Exception Summary Form*. (See Section V for additional instructions regarding Vendor exceptions.)

8.7 Occasionally, an outline point in an attachment requests information which is not applicable to the products/services proposed. If the Vendor is certain the point does not apply to the given RFP, the Vendor should respond with "NOT APPLICABLE."

8.8 Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.

8.9 When an outline point/attachment is a statement provided for the Vendor's information only, the Vendor need only read that point. The Vendor acknowledges having read and accepting, or taking exception to, all sections by signing the *Submission Cover Sheet* and providing a *Proposal Exception Summary Form*.

8.10 Where a minimum requirement has been identified, respond by stating the item (e.g., device name/model number, guaranteed response time) proposed and how it will meet the specifications.

8.11 The Vendor must fully respond to each requirement within the *Technical Specifications* by fully describing the manner and degree by which the proposal meets or exceeds said requirements.

9. It is the responsibility of the Vendor to clearly identify all costs associated with any item or series of items in this RFP. The Vendor must include and complete all parts of the cost proposal in a clear and accurate manner. **Omissions, errors, misrepresentations, or inadequate details in the Vendor's cost proposal may be grounds for rejection of the Vendor's proposal. Costs that are not clearly identified will be borne by the Vendor.** The Vendor must complete the *Cost Information Submission* in this RFP, which outlines the minimum requirements for providing cost information. The Vendor should supply supporting details as described in the *Cost Information Submission*.

10. **ITS** reserves the right to request additional information or clarification of a Vendor's proposal. The Vendor's cooperation during the evaluation process in providing **ITS** staff with adequate responses to requests for clarification will be considered a factor in the evaluation of the Vendor's overall responsiveness. Lack of such cooperation or failure to provide the information in the manner required may, at the State's discretion, result in the disqualification of the Vendor's proposal.

11. Unsolicited clarifications and updates submitted after the deadline for proposals will be accepted or rejected at the sole discretion of **ITS**.

12. Unsolicited clarifications in the evaluation and selection of lowest and best proposal will be considered only if all the following conditions are met:

12.1 A clarification to a proposal that includes a newly announced product line or service with equal or additional capability to be provided at or less than the proposed price will be considered.

12.2 Information provided must be in effect nationally and have been formally and publicly announced through a news medium that the Vendor normally uses to convey customer information.

12.3 Clarifications must be received early enough in the evaluation process to allow adequate time for re-evaluation.

12.4 The Vendor must follow procedures outlined herein for submitting updates and clarifications.

12.5 The Vendor must submit a statement outlining the circumstances for the clarification.

12.6 The Vendor must submit one clearly marked original and 12 copies of the clarification.

12.7 The Vendor must be specific about which part of the original proposal is being changed by the clarification (i.e., must include exact RFP reference to section and outline point).

13. **Communications with State**

From the issue date of this RFP until a Vendor is selected and the selection is announced, responding Vendors or their representatives may not communicate, either orally or in writing regarding this RFP with any statewide elected official, state officer or employee, member of the legislature or legislative employee except as noted herein. To ensure equal treatment for each responding Vendor, all questions regarding this RFP must be submitted in writing to the State's contact person for the selection process, and not later than the last date for accepting responding Vendor questions provided in this RFP. All such questions will be answered officially by the State in writing. All such questions and

answers will become addenda to this RFP, and they will be posted to the ITS web site. Vendors failing to comply with this requirement will be subject to disqualification.

13.1 The State's contact person for the selection process is: Donna Hamilton, Technology Consultant, 301 North Lamar Street, Ste. 508, Jackson, MS 39201, 601-359-1022, Rita.Rutland@its.ms.gov.

13.2 Vendor may consult with State representatives as designated by the State's contact person identified in 13.1 above in response to State-initiated inquiries. Vendor may consult with State representatives during scheduled oral presentations and demonstrations excluding site visits.

SECTION III
VENDOR INFORMATION

The objective of the Vendor Information section of this RFP is to provide Vendors with information required to respond to the RFP successfully.

1. Interchangeable Designations

The terms "Vendor" and "Contractor" are referenced throughout this RFP. Generally, references to the "Vendor" are used in conjunction with the proposing organization and procurement process leading up to the final RFP selection and award. The term "Contractor" denotes the role assumed, post-award, by the winning Vendor. Additionally, the terms "State of Mississippi," "State" or "ITS" may be used interchangeably throughout this RFP to denote the political entity issuing the RFP and requesting responses from Vendors throughout these specifications. References to a specific agency, institution or other political entity represent the client or customer on whose behalf ITS is issuing the RFP.

2. Vendor's Responsibility to Examine RFP

Vendors must examine all documents, forms, specifications, standard provisions, and instructions.

3. Proposal as Property of State

All written proposal material becomes the property of the State of Mississippi.

4. Written Amendment to RFP

Any interpretation of an **ITS** RFP will be made by written amendment only. The State will not be responsible for any other explanation of this RFP. A copy of any amendment will be posted on the **ITS** website, together with the associated RFP specification. Vendors are required to check the **ITS** website periodically for RFP amendments before the proposal opening date at: http://www.its.ms.gov/rfps/rfps_awaiting.shtml.

Any and all amendments will be posted no later than noon, seven days prior to the proposal opening date listed on the cover page of this RFP. Should you be unable to access the **ITS** website, you may contact the **ITS** technology consultant listed on page one of this RFP and request a copy.

5. Oral Communications Not Binding

Only transactions which are in writing from **ITS** may be considered official. No negotiations, decisions, or actions shall be executed by any Vendor as a result of any discussions with any State employee.

6. Vendor's Responsibility for Delivery

Vendors must ensure, through reasonable and sufficient follow-up, proper compliance with, and fulfillment of all schedules and deliverables specified within the body of this RFP. The State will not be responsible for the failure of any delivery medium for

submission of information to or from the Vendor, including but not limited to, public and private carriers, U.S. mail, Internet Service Providers, facsimile, or e-mail.

7. Evaluation Criteria

The State's intent in issuing this RFP is to award a contract to the lowest and best responsive Vendor who meets specifications, considering price and other factors. The Vendor's past performance, cooperation, and ability to provide service and training are general factors that will be weighed in the selection process. More specific information concerning evaluation criteria is presented in *Technical Specifications*.

8. Multiple Awards

ITS reserves the right to make multiple awards.

9. Right to Award in Whole or Part

ITS reserves the right to approve an award by individual items or in total, whichever is deemed to be in the best interest of the State of Mississippi.

10. Right to Use Proposals in Future Projects

The State reserves the right to evaluate the awarded proposal from this RFP, including all products and services proposed therein, along with the resulting contractual terms, for possible use in future projects if (a) it is deemed to be in the best interest of the State to do so; and (b) the Vendor is willing to extend a cost less than or equal to that specified in the awarded proposal and resulting contract. A decision concerning the utilization of a Vendor's proposal for future projects is solely at the discretion of the State and requires the agreement of the proposing Vendor. The State's decision to reuse an awarded proposal will be based upon such criteria as: (1) the customer's business requirements; (2) elapsed time since the award of the original project; and/or (3) research on changes in the Vendor, market, and technical environments since the initial award.

11. Price Changes During Award or Renewal Period

A price increase will not be accepted during the award period or the renewal period, unless stipulated in the contract. However, the State will always take advantage of price decreases.

12. Right to Request Information

The State reserves the right to request information relative to a Vendor's references and financial status and to visit a Vendor's facilities during normal working hours. The State also reserves the right to request a current financial statement, prepared and certified by an independent auditing firm, and reserves the right to require that Vendors document their financial ability to provide the products and services proposed up to the total dollar amount of the Vendor's cost proposal. The State reserves the right to request information about the Vendor from any previous customer of the Vendor of whom the State is aware, even if that customer is not included in the Vendor's list of references.

13. Vendor Personnel

For RFPs including professional services specifications, the Vendor will be required to provide and/or certify the following for each individual included in the Vendor's proposal:

13.1 A direct telephone number at which the individual may be contacted for a telephone interview. The State will pay toll charges in the continental United States. The Vendor must arrange a toll-free number for all other calls.

13.2 That, if onsite interviews are required, the individual can be at the specified location in Mississippi within the timeframe specified. All costs associated with onsite interviews will be the responsibility of the Vendor.

13.3 That the individual is proficient in spoken and written English;

13.4 That the individual is a U.S. citizen or that the individual meets and will maintain employment eligibility requirements in compliance with all INS regulations. The Vendor must provide evidence of identification and employment eligibility prior to the award of a contract that includes any personnel who are not U. S. citizens.

13.5 That the personnel assigned to a project will remain a part of the project throughout the duration of the contract as long as the personnel are employed by the Vendor, unless replaced by the Vendor at the request of the State. This requirement includes the responsibility for ensuring all non-citizens maintain current INS eligibility throughout the duration of the contract.

14. Vendor Imposed Constraints

The Vendor must specifically document what limitations, if any, exist in working with any other Contractor acting in the capacity of the State's business partner, subcontractor or agent who may be managing any present or future projects; performing quality assurance; integrating the Vendor's software; and/or providing web-hosting, hardware, networking or other processing services on the State's behalf. The project relationship may be based on roles as either equal peers; supervisory – subordinate; or subordinate – supervisory, as determined by the State. The State recognizes that the Vendor may have trade secrets, intellectual property and/or business relationships that may be subject to its corporate policies or agreements. The State must understand these issues in order to decide to what degree they may impact the State's ability to conduct business for this project. These considerations will be incorporated accordingly into the proposal evaluation and selection process. The understanding reached between the Vendor and the State with regard to this business relationship precludes the Vendor from imposing any subsequent limitations of this type in future project undertakings by the State.

15. Best and Final Offer

The State reserves the right to solicit Best and Final Offers (BAFOs) from Vendors, principally in situations in which proposal costs eclipse available funding or the State

believes none of the competing proposals presents a Best Value (lowest and best proposal) opportunity. Because of the time and expense incurred by both the Vendor community and the State, BAFOs are not routinely conducted. Vendors should offer their best pricing with the initial solicitation. Situations warranting solicitation of a BAFO will be considered an exceptional practice for any procurement. Vendors that remain in a competitive range within an evaluation may be requested to tender Best and Final Offers, at the sole discretion of the State. All such Vendors will be provided an equal opportunity to respond with a Best and Final Offer under a procedure to be defined by the State that encompasses the specific, refined needs of a project, as part of the BAFO solicitation. The State may re-evaluate and amend the original project specifications should it be deemed necessary in order to improve the opportunity for attaining Best Value scenarios from among the remaining competing Vendors. All BAFO proceedings will be uniformly conducted, in writing and subject to solicitation by the State and receipt from the Vendors under a precise schedule.

16. Restriction on Advertising

The Vendor must receive written approval from the State before advertising or referencing the award of the contract or the services being provided. The Vendor must agree not to refer to awards in commercial advertising in such a manner as to state or imply that the firm or its services are endorsed or preferred by the State of Mississippi.

17. Rights Reserved to Use Existing Product Contracts

The State reserves the right on turnkey projects to secure certain products from other existing **ITS** contracts if it is in its best interest to do so. If this option is exercised, then the awarded Vendor must be willing to integrate the acquisition and implementation of such products within the schedule and system under contract.

18. Additional Information to be Included

In addition to answering each specification within this RFP, the Vendor must include complete product/service information, including product pictorials and technical/descriptive literature relative to any product/service offered with the proposal. Information submitted must be sufficiently detailed to substantiate that the products/services offered meet or exceed specifications.

19. Valid Contract Required to Begin Work

The successful Vendor should not commence any billable work until a valid contract has been executed. Any work done by the successful Vendor prior to the execution of the contract is done at the Vendor's sole risk. The State is under no obligation to pay for work done prior to the execution of a contract.

SECTION IV
LEGAL AND CONTRACTUAL INFORMATION

The objective of the *Legal and Contractual Information* section is to provide Vendors with information required to complete a contract or agreement with **ITS** successfully.

1. Acknowledgment Precludes Later Exception

By signing the *Submission Cover Sheet*, the Vendor is contractually obligated to comply with all items in this RFP, including the *Standard Contract* in Exhibit A if included herein, except those specifically listed as exceptions on the *Proposal Exception Summary Form*. If no *Proposal Exception Summary Form* is included, the Vendor is indicating that he takes no exceptions. Vendors who respond to this RFP by signing the *Submission Cover Sheet* may not later take exception to any item in the RFP during contract negotiations. This acknowledgement also contractually obligates any and all subcontractors that may be proposed. No exceptions by subcontractors or separate terms and conditions will be entertained after the fact.

2. Failure to Respond as Prescribed

Failure to respond as described in Section II: *Proposal Submission Requirements* to any item in the sections and exhibits of this RFP, including the *Standard Contract* attached as Exhibit A, if applicable, shall contractually obligate the Vendor to comply with that item.

3. Contract Documents

ITS will be responsible for all document creation and editorial control over all contractual documentation related to each procurement project. The following documents will normally be included in all contracts between **ITS** and the Vendor:

3.1 The Proposal Exception Summary Form as accepted by **ITS**;

3.2 Contracts which have been signed by the Vendor and **ITS**;

3.3 **ITS'** Request for Proposal, including all addenda;

3.4 Official written correspondence from **ITS** to the Vendor;

3.5 Official written correspondence from the Vendor to **ITS** when clarifying the Vendor's proposal; and

3.6 The Vendor's proposal response to the **ITS** RFP.

4. Order of Precedence

When a conflict arises regarding contract intent due to conflicting statements in documents included in the contract, the order of precedence of each document is as listed above unless modification of order is negotiated and agreed upon by both **ITS** and the winning Vendor.

5. Additional Contract Provisions

The contract will also include such additional provisions, which are not inconsistent or incompatible with the material terms of this RFP, as may be agreed upon by the parties. All of the foregoing shall be in such form and substance as prescribed by the State.

6. Contracting Agent by Law

The Executive Director of **ITS** is, by law, the purchasing and contracting agent for the State of Mississippi in the negotiation and execution of all contracts for the acquisition of computer and telecommunications equipment, systems, software, and services (Section 25-53-1, et seq., of the Mississippi Code Annotated). **ITS** is issuing this RFP on behalf of the procuring agency or institution. **ITS** and the procuring agency or institution are sometimes collectively referred to within this RFP as "State."

7. Mandatory Legal Provisions

7.1 The State of Mississippi is self-insured; all requirements for the purchase of casualty or liability insurance are deleted.

7.2 Any provisions disclaiming implied warranties shall be null and void. See Mississippi Code Annotated Sections 11-7-18 and 75-2-719(4). The Vendor shall not disclaim the implied warranties of merchantability and fitness for a particular purpose.

7.3 The Vendor shall have no limitation on liability for claims related to the following items:

7.3.1 Infringement issues;

7.3.2 Bodily injury;

7.3.3 Death;

7.3.4 Physical damage to tangible personal and/or real property; and/or

7.3.5 The intentional and willful misconduct or negligent acts of the Vendor and/or Vendor's employees or subcontractors.

7.4 All requirements that the State pay interest (other than in connection with lease-purchase contracts not exceeding five years) are deleted.

7.5 Any contract negotiated under this RFP will be governed by and construed according to the laws of the State of Mississippi. Venue for the resolution of any dispute shall be Jackson, Hinds County, Mississippi.

7.6 Any contract negotiated under this RFP is cancelable in the event the funding authority does not appropriate funds. Notice requirements to Vendor cannot exceed sixty (60) days.

7.7 The State of Mississippi does not waive its sovereign immunities or defenses as provided by law by entering into this contract with the Vendor, Vendor agents, subcontractors, or assignees.

7.8 The State will deliver payments to the Vendor within forty-five (45) days after receipt of invoice and receipt, inspection, and approval of Vendor's products/services. No late charges will exceed 1.5% per month on any unpaid balance from the expiration of said period until payment is delivered. See Section 31-7-305 of the Mississippi Code Annotated. Seller understands and agrees that Purchaser is exempt from the payment of taxes.

7.9 The State shall not pay any attorney's fees, prejudgment interest or the cost of legal action to or for the Vendor.

8. Approved Contract

8.1 Award of Contract - A contract is considered to be awarded to a proposer once the proposer's offering has been approved as lowest and best proposal through:

8.1.1 Written notification made to proposers on **ITS** letterhead, or

8.1.2 Notification posted to the **ITS** website for the project, or

8.1.3 CP-1 authorization executed for the project, or

8.1.4 The **ITS** Board's approval of same during an open session of the Board.

8.2 **ITS** statute specifies whether **ITS** Director approval or **ITS** Board approval is applicable for a given project, depending on the total life-cycle cost of the contract.

8.3 A contract is not deemed final until five (5) working days after either the award of contract or post procurement review, as stipulated in the **ITS** Protest Procedure and Policy. In the event of a valid protest, the State may, at its sole discretion, continue the procurement or stay the procurement in accordance with the **ITS** Protest Procedure and Policy. If the procurement is stayed, the contract is not deemed final until the protest is resolved.

9. Contract Validity

All contracts are valid only if signed by the Executive Director of **ITS**.

10. Order of Contract Execution

Vendors will be required to sign contracts and to initial all contract changes before the Executive Director of **ITS** signs.

11. Availability of Funds

All contracts are subject to availability of funds of the acquiring State entity and are contingent upon receipt by the winning Vendor of a purchase order from the acquiring State entity.

12. CP-1 Requirement

All purchase orders issued for goods and services acquired from the awarded Vendor under this RFP must be encoded by the Customer agency with a CP-1 approval number assigned by **ITS**. This requirement does not apply to acquisitions that by policy have been delegated to State entities.

13. Requirement for Electronic Payment and Invoicing

13.1 Payments to the awarded Vendor for all goods and services acquired under this RFP by state agencies that make payments through the Statewide Automated Accounting System ("SAAS") will be made electronically, via deposit to the bank account of the Vendor's choice. The awarded Vendor must enroll and be activated in PayMode™, the State's current vehicle for sending and receiving electronic payments, prior to receiving any payments from state agencies. There is no charge for a Vendor to enroll or receive payments via PayMode. For additional information on PayMode, including registration instructions, Vendors should visit the following website: http://portal.paymode.com/ms/. Vendors may also request assistance from the Mississippi Management and Reporting System (MMRS) Call Center regarding PayMode registration by contacting mash@dfa.state.ms.us.

13.2 For state agencies that make payments through SAAS, the awarded Vendor may be required to submit electronically all invoices for goods and services acquired under this RFP, along with appropriate supporting documentation, as directed by the State. Should the requirement for electronic invoicing be implemented during the term of the project contract, the State will work with the Vendor to determine a reasonable timeframe for initiating electronic invoicing.

13.3 Items 13.1 and 13.2 only apply to state agencies that make payments through SAAS. Payments and invoices for all other entities will conform to their standard methods of payment to contractors.

14. Time For Negotiations

14.1 All contractual issues must be successfully negotiated within fifteen (15) working days from the Vendor's initial receipt of the project contract from **ITS,** unless **ITS** consents to extend the period. Failure to complete negotiations within the stated time period constitutes grounds for rejection of

the Vendor's response to this RFP. **ITS** may withdraw the proposal award and begin negotiations with the next ranked Vendor immediately or pursue any other option.

14.2 Negotiations shall be limited to items to which the Vendor has noted as exceptions on their Proposal Exception Summary Form, as well as any new items that the State may require. All contract changes requested by the Vendor related to such exceptions noted in Vendor's proposal shall be submitted three (3) working days prior to scheduled negotiations, unless **ITS** consents to a different period.

15. Prime Contractor

The selected Vendor will be designated the prime contractor in the proposal, and as such, shall be solely responsible for all products/services offered in the proposal and for the fulfillment of the contract with the State.

16. Sole Point of Contact

ITS will consider the selected Vendor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

16.1 The Vendor must acknowledge and agree that in matters of proposals, clarifications, negotiations, contracts and resolution of issues and/or disputes, the Vendor represents all contractors, third parties and/or subcontractors the Vendor has assembled for this project. The Vendor's commitments are binding on all such parties and consequently the State is only required to negotiate with the Vendor.

16.2 Furthermore, the Vendor acknowledges and agrees to pass all rights and/or services related to all general consulting, services leasing, software licensing, warranties, hardware maintenance and/or software support to the State from any contractor, third party or subcontractor without the State having to negotiate separately or individually with any such parties for these terms or conditions.

16.3 Should a proposing Vendor wish to assign payment of any or all charges resulting from this contract to a third party, Vendor must disclose that fact in his/her proposal, along with the third party's name, address, nature of business, and relationship to the proposing Vendor, the reason for and purpose of the assignment, and all conditions of the assignment, including but not limited to a copy of an assignment document to be executed by the State, the Vendor, and the third party. Such assignments will be accepted or rejected at the sole discretion of the State. Vendor must clearly and definitively state in his/her proposal whether the proposal is contingent upon the requested assignment of payments. Whenever any assignment of payment is requested, the proposal, contract, and assignment document must include language specifically guaranteeing that the proposing Vendor is solely and fully liable

and responsible for the performance of its obligations under the subject contract. No assignment of payment will be considered at the time of purchase unless such assignment was fully disclosed in the Vendor's proposal and subsequently accepted by the State.

17. ITS Approval of Subcontractor Required

Unless provided in the contract, the Vendor shall not contract with any other party for furnishing any of the contracted work or services without the consent, guidance, and written approval of the State. **ITS** reserves the right of refusal and the right to request replacement of a subcontractor due to unacceptable work or conduct. This provision should not be interpreted as requiring the approval of individual contracts of employment between the Vendor and personnel assigned for services under the contract.

18. Inclusion of Subcontract Agreements

Copies of any agreements to be executed between the Vendor and any subcontractors must be included in the Vendor's proposal.

19. Negotiations with Subcontractor

In order to protect the State's interest, **ITS** reserves the right to attempt to resolve the contractual disagreements that may arise between the Vendor and its subcontractor after award of the contract.

20. References to Vendor to Include Subcontractor

All references in the RFP to "Vendor" shall be construed to encompass both the Vendor and its subcontractors.

21. Outstanding Vendor Obligations

21.1 Any Vendor who presently owes the State of Mississippi money pursuant to any contract for which **ITS** is the contracting agent and who has received written notification from **ITS** regarding the monies owed, must submit, with the proposal, a certified check in the amount due and owing in order for the proposal in response to this RFP to be considered. For a Vendor currently in bankruptcy as of the RFP submission date, this requirement is met, if and only if, **ITS** has an active petition before the appropriate bankruptcy court for recovery of the full dollar amount presently owed to the State of Mississippi by that Vendor. If the Vendor has emerged from bankruptcy by the RFP submission date, the Vendor must pay in full any amount due and owing to the State, as directed in the court-approved reorganization plan, prior to any proposal being considered.

21.2 Any Vendor who is presently in default on existing contracts for which **ITS** is the contracting agent, or who otherwise is delinquent in the performance of any such contracted obligations, is in the sole judgment of the State required to make arrangement for fulfilling outstanding obligations to the satisfaction of the State in order for the proposal to be considered.

21.3 The State, at its sole discretion, may reject the proposal of a Vendor with any significant outstanding financial or other obligations to the State or who is in bankruptcy at the time of proposal submission.

22. Equipment Condition

For all RFPs requiring equipment, the Vendor must furnish only new equipment in response to **ITS** specifications, unless an explicit requirement for used equipment is otherwise specified.

23. Delivery Intervals

The Vendor's proposal must specify, in the *Cost Information Submission* and in response to any specific instructions in the *Technical Specifications*, delivery and installation intervals after receipt of order.

24. Pricing Guarantee

The Vendor must explicitly state, in the *Cost Information Submission* and in response to any specific instructions in the *Technical Specifications*, how long the proposal will remain valid. Unless stated to the contrary in the *Technical Specifications*, pricing must be guaranteed for a minimum of ninety (90) days.

25. Shipping Charges

For all RFPs requiring shipment of any product or component, all products must be delivered FOB destination to any location within the geographic boundaries of the State with all transportation charges prepaid and included in the RFP proposal or LOC quotation. Destination is the point of use.

26. Amortization Schedule

For all RFPs requiring equipment, contracts involving the payment of interest must include an amortization schedule clearly documenting the amount of interest payable over the term of the contract.

27. Americans with Disabilities Act Compliance for Web Development and Portal Related Services

All Web and Portal development work must be designed and implemented in compliance with the Electronic and Information Technology Accessibility Standards associated with Section 508 of the Rehabilitation Act and with the Web Accessibility Initiative (WAI) of the W3C.

28. Ownership of Developed Software

28.1 When specifications require the Vendor to develop software for the State, the Vendor must acknowledge and agree that the State is the sole owner of such developed software with exclusive rights to use, alter, or distribute the software without restriction. This requirement applies to source code, object code, and documentation.

28.2 The State may be willing to grant the Vendor a nonexclusive license to use the State's software subject to devising acceptable terms and license fees. This requirement is a matter of State Law, and not negotiable.

29. Ownership of Custom Tailored Software

In installations where the Vendor's intellectual property is modified and custom-tailored to meet the needs of the State, the Vendor must offer the State an application license entitling the State to use, and/or alter the software without restriction. These requirements apply to source code, object code and documentation.

30. Terms of Software License

The Vendor acknowledges and agrees that the term of all software licenses provided to the State shall be perpetual unless stated otherwise in the Vendor's proposal.

31. The State is Licensee of Record

The Vendor must not bypass the software contracting phase of a project by licensing project software intended for State use in its company name. Upon award of a project, the Vendor must ensure that the State is properly licensed for all software that is proposed for use in a project.

32. Remote Access via Virtual Private Network

Vendor must understand that the State of Mississippi's Enterprise Security Policy mandates that all remote access to and/or from the State network must be accomplished via a Virtual Private Network (VPN). If remote access is required at any time during the life of this Agreement, Vendor and the State agree to implement/maintain a VPN for this connectivity. This required VPN must be IPSec-capable (ESP tunnel mode) and will terminate on a Cisco VPN-capable device (i.e. VPN concentrator, PIX firewall, etc.) on the State's premises. Vendor agrees that it must, at its expense, implement/maintain a compatible hardware/software solution to terminate the specified VPN on the State's premises. The parties further understand and agree that the State protocol standard and architecture are based on industry-standard security protocols and manufacturer engaged at the time of contract execution. The State reserves the right to introduce a new protocol and architecture standard and require the Vendor to comply with same, in the event the industry introduces a more secure, robust protocol to replace IPSec/ESP and/or there is a change in the manufacturer engaged.

33. Negotiating with Next-Ranked Vendor

Should the State cease doing business with any Vendor selected via this RFP process, for any reason, the State reserves the right to initiate negotiations with the next ranked Vendor.

34. Disclosure of Proposal Information

Vendors should be aware that any information in a proposal may be subject to disclosure or reproduction under the Mississippi Public Records Act of 1983, defined in Section 25-61-1 et seq. of the Mississippi Code Annotated. All disclosures of proposal information will be made in compliance with the **ITS** Public Records Procedures established in

accordance with the Mississippi Public Records Act. The **ITS** Public Records Procedures are available in Section 019-010 of the **ITS** Procurement Handbook, on the **ITS** Internet site at: http://dsitspe01.its.ms.gov/its/procman.nsf/TOC4?OpenView or from **ITS** upon request.

As outlined in the Third Party Information section of the **ITS** Public Records Procedures, **ITS** will give written notice to any affected Vendor of a request to view or reproduce the Vendor's proposal or portion thereof. **ITS** will not, however, give such notice with respect to summary information prepared in connection with the State's review or evaluation of a Vendor's proposal, including, but not limited to, written presentations to the **ITS** Board or other approving bodies, and/or similar written documentation prepared for the project file. In addition, **ITS** will not provide third-party notice for requests for any contract executed as a result of this RFP, with the exception of information contained in contract exhibits identified and labeled as confidential during the contract negotiation process. **ITS** will provide third-party notice of requests for any such confidential exhibits to allow Vendor the opportunity to protect the information by court order as outlined in the **ITS** Public Records Procedures.

Summary information and contract terms, as defined above, become the property of **ITS**, who has the right to reproduce or distribute this information without notification.

Vendors should further be aware that requests for disclosure of proposal and contract information are sometimes received by **ITS** significantly after the proposal opening date. **ITS** will notify the signatory "Officer in Bind of Company" provided in Section I of this RFP for Notification of Public Records Requests in the event information is requested that your company might wish to consider protecting as a trade secret or as confidential commercial or financial information. If the "Officer in Bind of Company" should not be used for notification of public records requests, Vendor should provide the alternative contact information in response to this RFP item.

35. Risk Factors to be Assessed

The State will assess risk factors that may initially exist within a given procurement and that may develop over the course of a procurement process as facts become known. The State, at its sole discretion, may employ the following mechanisms in mitigating these risks: proposal bonding, performance bonding, progress payment plan with retainage, inclusion of liquidated damages, and withholding payment for all portions of the products/services acquired until final acceptance. The Vendor must agree to incorporate any or all of the above terms and conditions into the customer agreement.

36. Proposal Bond

The Vendor must include a proposal bond in the amount of $25,000.00 with its RFP proposal. Vendor is specifically disallowed from taking exception to the proposal bond requirement. Proposals without proposal bonds will be rejected.

If a proposal bond is required, the security must be in the form of a bond, irrevocable letter of credit, certified check, or cashier's check (hereinafter, "security") payable to the

Mississippi State Department of Health, to be held by their contracting agent, the Mississippi Department of Information Technology Services, and must be placed in the front of the Vendor's proposal. The submission of an acceptable security is a condition precedent to a valid proposal, and the amount of the security is not negotiable or contestable. Any proposal received without the security will be rejected and returned to the Vendor without further consideration.

The security binds the Vendor to the commitments made in writing in the Vendor's proposal. The security will be forfeited in the event the awarded Vendor, at any time during the contract negotiation process, refuses to honor commitments made in its proposal, reneges on pricing, takes exception to any term or condition that was not addressed in the Vendor's written proposal, or fails to execute a contract as anticipated in the RFP and the Vendor's proposal, including documented exceptions, within fifteen (15) working days after the Vendor's initial receipt of the project contract from **ITS**, unless an extension is agreed to by **ITS.**

As stated in the RFP, the Vendor may take exception to any point without incurring any liability to provide items to which an exception has been taken. Likewise, the State has no obligation to accept any proposed exception. Should the State decide, at its sole discretion and at any point in the process, that an exception is NOT acceptable, **ITS** will reject the Vendor's proposal and return the Vendor's security.

The Vendor's security will be returned promptly after **ITS** and the successful Vendor have executed a contract or within ninety (90) days after opening the proposals if no letter of intent to award a contract has been sent. In the event that the successful Vendor fails to accept and sign the mutually negotiated contract, that Vendor shall be disqualified and **ITS** shall initiate negotiations with the next ranked Vendor until a contract is successfully negotiated, or **ITS** elects to cancel the procurement. The securities of all remaining Vendors will be returned when a contract has been successfully negotiated and executed, or when the procurement is canceled.

37. Performance Bond/Irrevocable Bank Letter of Credit

The Vendor must include the price of a performance bond or irrevocable bank letter of credit with his RFP proposal. If required, the cost of the bond or letter of credit must be shown as a separate line item in the *Cost Information Submission*. The performance bond or letter of credit must be procured at the Vendor's expense prior to the execution of the contract and may be invoiced to Mississippi State Department of Health after contract initiation only if itemized in the *Cost Information Submission* and in the executed contract. **The final decision as to the requirement for a Performance Bond or Irrevocable Bank Letter of Credit will be made upon contract award and is at the State's sole discretion.**

If a Performance Bond /Irrevocable Bank Letter of Credit is required, the Vendor must procure and submit to **ITS**, on behalf of Mississippi State Department of Health, with the executed contract, (a) a performance bond from a reliable surety company authorized to do business in the State of Mississippi or (b) an irrevocable bank letter of credit that is

acceptable to the State. The Performance Bond or the Irrevocable Letter of Credit shall be for the total amount of the contract or an amount mutually agreed upon by the State and the successful Vendor and shall be payable to Mississippi State Department of Health, to be held by their contracting agent, the Mississippi Department of Information Technology Services. No contract resulting from this RFP will be valid until the required Performance Bond or Irrevocable Bank Letter of Credit has been received and found to be in proper form and amount. The Vendor agrees that the State has the right to request payment for a partial amount or the full amount of the Irrevocable Letter of Credit/Performance bond should the products/services being procured hereunder not be provided in a manner consistent with this RFP and the Vendor's proposal by the delivery dates agreed upon by the parties. The State may demand payment by contacting the bank issuing the letter of credit or the bonding company issuing the performance bond and making a written request for full or partial payment. The issuing bank/bonding company is required to honor any demand for payment from the State within fifteen (15) days of notification. The letter of credit/performance bond shall cover the entire contract period, with the exception of post-warranty maintenance and support, and shall not be released until final acceptance of all products and deliverables required herein or until the warranty period, if any, has expired, whichever occurs last. If applicable, and at the State's sole discretion, the State may, at any time during the warranty period, review Vendor's performance and performance of the products/services delivered and determine that the letter of credit/performance bond may be reduced or released prior to expiration of the full warranty period.

38. Responsibility for Behavior of Vendor Employees/Subcontractors

The Vendor will be responsible for the behavior of all its employees and subcontractors while on the premises of any State agency or institution. Any Vendor employee or subcontractor acting in a manner determined by the administration of any State agency or institution to be detrimental, abusive, or offensive to any of the staff or student body of any State agency or institution will be asked to leave the premises and can be suspended from further work on the premises.

39. Protests

The Executive Director of **ITS** and/or the Board Members of **ITS** or their designees shall have the authority to resolve Ven**dor protests in connection with th**e selection for award of a contract. Copies of the protest procedures are available on the **ITS** Internet site - **ITS** Protest Procedure and Policy, Section 019-020, **ITS** Procurement Handbook at: http://dsitspe01.its.ms.gov/its/procman.nsf/TOC4?OpenView or from **ITS** upon request.

40. Protest Bond

Potential Vendors may protest any of the specifications of this RFP on the belief that the specification is unlawful, unduly restrictive, or unjustifiably restraining to competition. Any such protest must be in writing and submitted to the **ITS** Executive Director along with the appropriate protest bond within five (5) working days of the Official Release of the RFP, as defined in the **ITS** Protest Procedure and Policy. The outside of the envelope must be marked "Protest" and must specify RFP number 3550.

As a condition precedent to filing any protest related to this procurement, the Vendor must procure, submit to the **ITS** Executive Director with its written protest, and maintain in effect at all times during the course of the protest or appeal thereof, a protest bond in the full amount of the total estimated project life cycle cost or $250,000.00, whichever is less. The total estimated project life cycle cost will be the amount used by **ITS** in the computation of cost points, as the low cost in the denominator of the cost evaluation formula. The bond shall be accompanied by a duly authenticated or certified document evidencing that the person executing the bond is a licensed Mississippi agent for the bonding company. This certified document shall identify the name and address of the person or entity holding the protest bond and shall identify a contact person to be notified in the event that the State is required to take action against the bond. The protest bond shall not be released to the protesting Vendor until the protest is finally resolved and the time for appealing said protest has expired. The protest bond shall be procured at the protesting Vendor's expense and be payable to the Mississippi Department of Information Technology Services. Prior to approval of the protest bond, **ITS** reserves the right to review the protest bond and require the protesting Vendor to substitute an acceptable bond in such form as the State may reasonably require. The premiums on such bond shall be paid by the protesting Vendor. The State may claim against the protest bond as specified in Section 25-53-5 (n) of the Mississippi Code of 1972, as amended during the 1998 Mississippi legislative session, in addition to all other rights and remedies the State may have at law or in equity.

Should the written protest submitted by the Vendor fail to comply with the content requirements of **ITS'** protest procedure and policy, fail to be submitted within the prescribed time limits, or fail to have the appropriate protest bond accompany it, the protest will be summarily dismissed by the **ITS** Executive Director.

41. Mississippi Employment Protection Act

Effective July 1, 2008, Vendor acknowledges that if awarded, it will ensure its compliance with the Mississippi Employment Protection Act, Section 71-11-1, et seq. of the Mississippi Code Annotated (Supp2008), and will register and participate in the status verification system for all newly hired employees. The term "employee" as used herein means any person that is hired to perform work within the State of Mississippi. As used herein, "status verification system" means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program. Vendor will agree to maintain records of such compliance and, upon request of the State, to provide a copy of each such verification to the State.

Vendor acknowledges and certifies that any person assigned to perform services hereunder meets the employment eligibility requirements of all immigration laws of the State of Mississippi.

Vendor acknowledges that violating the E-Verify Program (or successor thereto) requirements subjects Vendor to the following: (a) cancellation of any state or public

contract and ineligibility for any state or public contract for up to three (3) years, with notice of such cancellation being made public, or (b) the loss of any license, permit, certification or other document granted to Vendor by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year, or (c) both. Vendor would also be liable for any additional costs incurred by the State due to contract cancellation or loss of license or permit.

SECTION V
PROPOSAL EXCEPTIONS

Please return the *Proposal Exception Summary Form* at the end of this section with all exceptions to items in any Section of this RFP listed and clearly explained or state "No Exceptions Taken." If no *Proposal Exception Summary Form* is included, the Vendor is indicating that he takes no exceptions to any item in this RFP document.

1. Unless specifically disallowed on any specification herein, the Vendor may take exception to any point within this RFP, including a specification denoted with "shall" or "must," as long as the following are true:

1.1 The specification is not a matter of State law;

1.2 The proposal still meets the intent of the RFP;

1.3 A *Proposal Exception Summary Form* is included with Vendor's proposal; and

1.4 The exception is clearly explained, along with any alternative or substitution the Vendor proposes to address the intent of the specification, on the Proposal *Exception Summary Form*.

2. The Vendor has no liability to provide items to which an exception has been taken. **ITS** has no obligation to accept any exception. During the proposal evaluation and/or contract negotiation process, the Vendor and **ITS** will discuss each exception and take one of the following actions:

2.1 The Vendor will withdraw the exception and meet the specification in the manner prescribed;

2.2 **ITS** will determine that the exception neither poses significant risk to the project nor undermines the intent of the RFP and will accept the exception;

2.3 **ITS** and the Vendor will agree on compromise language dealing with the exception and will insert same into the contract; or

2.4 None of the above actions is possible, and **ITS** either disqualifies the Vendor's proposal or withdraws the award and proceeds to the next ranked Vendor.

3. Should **ITS** and the Vendor reach a successful agreement, **ITS** will sign adjacent to each exception which is being accepted or submit a formal written response to the *Proposal Exception Summary* responding to each of the Vendor's exceptions. The *Proposal Exception Summary*, with those exceptions approved by **ITS**, will become a part of any contract on acquisitions made under this RFP.

4. An exception will be accepted or rejected at the sole discretion of the State.

5. The State desires to award this RFP to a Vendor or Vendors with whom there is a high probability of establishing a mutually agreeable contract, substantially within the standard terms and conditions of the State's RFP, including the *Standard Contract* in Exhibit A, if included herein. As such, Vendors whose proposals, in the sole opinion of the State, reflect a substantial number of material exceptions to this RFP, may place themselves at a comparative disadvantage in the evaluation process or risk disqualification of their proposals.

6. For Vendors who have successfully negotiated a contract with **ITS** in the past, **ITS** requests that, prior to taking any exceptions to this RFP, the individual(s) preparing this proposal first confer with other individuals who have previously submitted proposals to **ITS** or participated in contract negotiations with **ITS** on behalf of their company, to ensure the Vendor is consistent in the items to which it takes exception.

PROPOSAL EXCEPTION SUMMARY FORM

List and clearly explain any exceptions, for all RFP Sections and Exhibits, in the table below.

ITS RFP Reference	Vendor Proposal Reference	Brief Explanation of Exception	**ITS** Acceptance (sign here only if accepted)
(Reference specific outline point to which exception is taken)	(Page, section, items in Vendor's proposal where exception is explained)	(Short description of exception being made)	
1.			
2.			
3.			
4.			
5.			

SECTION VI
RFP QUESTIONNAIRE

Please answer each question or provide the information as requested in this section.

1. Statewide Automated Accounting System (SAAS) Information for State of Mississippi Vendor File

1.1 **SAAS Vendor Code**: Any Vendor who has not previously done business with the State and has not been assigned a SAAS Vendor code should furnish a signed copy of an IRS W-9 form with the proposal. A copy of the W-9 Form can be obtained by going to the **ITS** website, http://www.its.ms.gov, clicking on the "Procurement" button to the left of the screen, selecting "Vendor Information", scrolling to the bottom of the page, and clicking on the link "Forms Required in RFP Responses." Vendors who have previously done business with the State should furnish **ITS** with their SAAS Vendor code.

SAAS Vendor Code: _____ OR Signed W-9 Form Attached: _____

1.2 **Minority Vendor Self-Certification Form:** The State of Mississippi, in an effort to capture participation by minority Vendors, asks that each Vendor review the State of Mississippi Minority Vendor Self Certification Form. This information is for tracking/reporting purposes only, and will not be used in determining which Vendor will be chosen for the project. Any Vendor who can claim status as a Minority Business Enterprise or a Woman Business Enterprise in accordance with the definitions on this form and who has not previously submitted a form to the State of Mississippi should submit the completed form with the proposal. A copy of the Minority Vendor Self-Certification Form can be obtained at: http://www.mississippi.org/assets/docs/minority/minority_vendor_selfcertform.pdf Please direct any questions about minority certification in Mississippi to the Minority Business Enterprise Division of the Mississippi Development Authority by telephone at (601) 359-3448 or via email at minority@mississippi.org.

Minority Vendor Self-Certification Form Included: ____
Minority Vendor Self-Certification Form Previously Submitted: ____
Not claiming Minority or Women Business Enterprise Status: ____

2. Certification of Authority to Sell

The Vendor must certify Vendor is a seller in good standing, authorized to sell and able to deliver all items and related services proposed in the State of Mississippi in the time frame specified. Does the Vendor make these certifications? (A yes or no answer is required.)

3. Certification of No Conflict of Interest

Mississippi law clearly forbids a direct or indirect conflict of interest of a company or its employees in selling to the State. The Vendor must answer and/or provide the following:

3.1 Does there exist any possible conflict of interest in the sale of items to any institution within **ITS** jurisdiction or to any governing authority? (A yes or no answer is required.)

3.2 If the possibility of a conflict does exist, provide a list of those institutions and the nature of the conflict on a separate page and include it in your proposal. The Vendor may be precluded from selling to those institutions where a conflict of interest may exist.

4. Pending Legal Actions

4.1 Are there any lawsuits or other legal proceedings against the Vendor that pertain to any of the software, hardware, or other materials and/or services which are a part of the Vendor's proposal? (A yes or no answer is required.)

4.2 If so, provide a copy of same and state with specificity the current status of the proceedings.

5. Non-Disclosure of Social Security Numbers

Does the Vendor acknowledge that any information system proposed, developed, or modified under this RFP that disseminates, in any form or manner, information or material that contains the Social Security Number of an individual, has mechanisms in place to prevent the inadvertent disclosure of the individual's Social Security Number to members of the general public or to persons other than those persons who, in the performance of their duties and responsibilities, have a lawful and legitimate need to know the individual's Social Security Number? This acknowledgement is required by Section 25-1-111 of the Mississippi Code Annotated.

6. Order and Remit Address

The Vendor must specify both an order and a remit address:

Order Address:

Remit Address (if different):

7. Web Amendments

As stated in Section III, **ITS** will use the **ITS** website to post amendments regarding RFPs before the proposal opening at http://www.its.ms.gov/rfps/rfps_awaiting.shtml. We will post amendments until noon seven days prior to the proposal opening date listed on the cover page of this RFP or the posted extension date, if applicable.

Vendors may list any questions or items needing clarification discovered in the week prior to the proposal opening in a written format at the beginning of the proposal binder or in the comment section for the individual offering.

Does the Vendor certify that they have reviewed a copy of the **ITS** amendments for RFPs as above stated? (A yes or no answer is required.)

SECTION VII
TECHNICAL SPECIFICATIONS

1. How to Respond to this Section

1.1 Beginning with Section 5 of this section, label and respond to each outline point in this section as it is labeled in the RFP.

1.2 The Vendor must respond with "ACKNOWLEDGED," "WILL COMPLY" or "AGREED" to each point in this section. In addition, many items in this RFP require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the State's sole discretion, being subject to disqualification.

1.3 "ACKNOWLEDGED" should be used when no Vendor response or Vendor compliance is required. "ACKNOWLEDGED" simply means the Vendor is confirming to the State that he read the statement. This is commonly used in the RFP sections where the agency's current operating environment is described or where general information is being given about the project.

1.4 "WILL COMPLY" or "AGREED" are used interchangeably to indicate that the Vendor will adhere to the requirement. These terms are used to respond to statements that specify that a Vendor or Vendor's proposed solution must comply with a specific item or must perform a certain task.

1.5 If the Vendor cannot respond with "ACKNOWLEDGED," "WILL COMPLY," or "AGREED," then the Vendor must respond with "EXCEPTION." (See Section V, for additional instructions regarding Vendor exceptions.)

1.6 Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.

1.7 In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.

2. Definitions

The following definitions are provided to assist the Vendor in understanding how the terms are used throughout the RFP.

2.1 **WIC Clinical and Food Management System** – Refers to the overall solution which includes both clinical and food management functional components.

2.2 **WIC Clinical System** – Refers to the clinical component of the proposed solution, synonymous with SPIRIT.

2.3 **Food Management System** – Refers to the inventory management component of the proposed solution.

2.4 **Orion Rhapsody** – an integration engine developed by Orion Health that is used to provide data exchange between systems. Rhapsody functions as a behind the scenes data broker.

3. General Overview

The Mississippi State Department of Health's (MSDH) primary charge is to provide statewide services directed at the prevention of diseases and the protection and promotion of the health status of all Mississippians. In support this mission, MSDH administers the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). WIC is a federally funded program administered under agreement between the MSDH and the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS) to provide nutrition and nutrition information to qualified pregnant women, new mothers, infants and small children. Mississippi's implementation of the WIC food distribution program is via MSDH-managed distributed warehouses, also known as Direct Distribution or Food Distribution sites.

The majority of Mississippi's Public Health services are provided at 102 clinics and 97 Food Distribution sites operated by MSDH in nine public health districts and in all eighty-two counties. In addition, MSDH contracts with 13 Independent Providers for WIC clinical services and 7 contracted food distribution sites.

In January 2007, MSDH and the Mississippi Department of Information Technology Services (ITS) issued Request For Proposals (RFP) No. 3477 for a comprehensive, statewide, enterprise Public Health Information Management System (PHIMS). This RFP was aimed at procuring an integrated clinical management system to encompass patient services provided by the MSDH. However, due to budgetary constraints and the low percentage of RFP requirements satisfied by the responding Vendor proposals, MSDH decided to reject all proposals.

Although the original scope of the PHIMS system RFP envisioned an enterprise clinical information system base with a seamless integration of WIC functionality, the cancellation of the PHIMS system procurement necessitates the issuance of this RFP to proceed with the replacement of Mississippi's existing WIC system. While Mississippi's WIC system must be replaced in its entirety, it may be addressed as two distinct, but tightly integrated main functional components, clinical certification and food management.

In March 2009, MSDH submitted an updated APDU (Advanced Planning Document Update) to the USDA and obtained approval to transfer a State Agency Model system (SAM) to replace Mississippi's existing WIC system. Upon consideration of the available SAM options, MSDH has determined that the SPIRIT WIC system developed for the Chickasaw Nation most closely matches the requirements of Mississippi's WIC Clinical

Certification program and has chosen to transfer and customize it for implementation within the confines of the existing State IT infrastructure.

USDA has authorized the transfer of the base copy of the SPIRIT WIC solution from the Successful Partners in Reaching Innovative Technology (SPIRIT) Consortium to MSDH. USDA/FNS will retain ownership of all source code and customizations associated with Mississippi's implementation of the SPIRIT system. Except for the upgrade of SQL Server and Visual Basic, the SPIRIT system must be transferred and implemented with the existing technical architecture unless prior USDA/FNS approval is obtained. With the exception of approved customizations and integration services, no additional cost can be incurred for the implementation of the SPIRIT system in Mississippi. To obtain a copy of the SPIRIT code for proposal purposes, Vendors must attend the mandatory Vendor's Conference (see Section 8) and be prepared to sign an Intent to Bid letter.

For more information regarding the SPIRIT WIC system, Vendors can refer to the narrative and diagram (Figure 1) in Section VII, Item 5 and can access documentation for the SPIRIT application at http://www.fns.usda.gov/apd/Library/SPIRIT_docs.htm.

MSDH and **ITS** are issuing this RFP to secure a qualified Vendor, through competitive procedures, to

1) transfer, customize and implement the SPIRIT WIC system to replace Mississippi's WIC Clinical Certification system, and

2) develop or customize an existing Food Inventory Management System to replace Mississippi's WIC Food Distribution program, MWITS (Mississippi's WIC Inventory Tracking System).

This RFP encompasses all tasks associated with the design, development, customization, configuration, integration, project management, planning, prototyping, interfacing, installation, testing and implementation of the SPIRIT system and the proposed Food Management system within the specifications of the technical and functional requirements outlined and referenced in this RFP. For the transfer of the Clinical Certification component of the system (SPIRIT), MSDH has identified and documented within this RFP, only those requirements (for customization purposes) that are not explicitly known to be accommodated by the existing SPIRIT system. Options for implementing the Food Management component include enhancing the existing Food Management functionality of the SPIRIT system, developing the functionality from the ground up, or implementing an independent, customized Commercial Off the Shelf (COTS) solution. To accommodate any option, MSDH has included within this RFP, Mississippi's requirements for a Food Inventory Management system with a multi-site implementation.

The purpose of this RFP is to inform Vendors of the scope of work for the project and for the State to obtain an understanding of how the Vendor proposes to provide these products/services. Within their proposal, Vendors must address the following major

functions:

- Transfer, Customize, and Implement the WIC SPIRIT solution;
- Customize or Develop and Implement a Food Management System to integrate with the SPIRIT solution;
- Create an interface to the Mississippi Patient Information Management System (PIMS);
- Create a standard format interface to the Mississippi Statewide Automated Accounting System (SAAS); and
- Provide a standard interface to the new Mississippi Immunization and Disease Surveillance system (MIDSS)

Vendors will be required to submit a detailed cost and description of how they plan to implement each requirement to customize the WIC SPIRIT system and proposed Food Management System to meet Mississippi's needs.

Proposals must be submitted by qualified Vendors to transfer the SPIRIT WIC system including all software, system modifications, documentation, implementation, testing, data conversion, training, and maintenance/warranty as required by the specifications in this RFP and to customize and integrate a Food Management system with the SPIRIT WIC system.

Proposals for the Food Management component will be evaluated based on the overall closeness of fit with the State's operations (including processes, legal requirements and technical architecture). Those systems requiring the least amount of customization to meet MSDH requirements will be at a decided advantage.

4. Description of the Current WIC System

Mississippi's WIC functionality and data reside in multiple separate stand-alone systems which, when viewed as a whole, comprise the WIC environment.

- Certification—The WIC clinic system that collects WIC certification data; a 22 year old paper batch data collection system written in COBOL and running on the **ITS** mainframe.
- MWITS—The Mississippi WIC Inventory Tracking System, WIC's unique automated food distribution system. A distributed processing, DOS-based inventory system, written in Clarion, utilizing a Btrieve database and running on PCs and Novell file servers in local distribution centers (warehouses) with central data replication and reporting on the program's dedicated MWITS servers in the WIC central office.
- MWINS – A Windows-based application, written in Clarion, that provides Accounting reporting and Dual Participation reporting using MWITS distribution and participation data. MWINS is hosted on a central server

using Windows-based centralized access approach to system functionality through workstations. The application is used by the Accounting staff residing at the Central office.

- PIMS—The MSDH Patient Information Management System; a proprietary Patient Information Management System running online, pseudo real-time on the State's mainframe and housed at the State Data Center with nightly updates to the centralized VSAM files.
- Statewide Automated Accounting System (SAAS) – Administered and maintained by the Mississippi Management and Reporting System (MMRS), a division of the Department of Finance and Administration, the Statewide Automated Accounting System (SAAS) is an automated, mainframe-based, centrally controlled, and agency discrete financial management system that includes both accounting and budgeting functions.

The WIC Certification system operates alongside MWITS, MWINS, PIMS and SAAS but does not automatically (i.e., electronically) interface with any of them. Each system contains varying types and amounts of information about the WIC Program/WIC services and WIC participants. Data are extracted from the Certification master file as needed for reporting Participant Characteristics to USDA and Pediatric Nutrition Surveillance System to the Centers for Disease Control and Prevention.

The MWITS system operates in a distributed environment and does not automatically (electronically) interface with the WIC Certification system or PIMS. The MWITS system contains records and tracks WIC participation, food distribution, and inventory data. Reconciliation of food instrument issuances in the clinic against food redemptions in the food distribution centers is done manually.

The MWINS system serves as an Accounting reporting system and does not interface with any other system. Participation and redemption data is copied from the MWITS system to the MWINS system. Its sole purpose is to produce automated reports using data that is copied from MWITS on a monthly basis.

The PIMS system provides the enrollment, demographic and appointment scheduling functionality for the WIC system. Patient information is duplicated in multiple locations throughout the current WIC system.

The SAAS system records and maintains transactions on a modified cash basis. Records are maintained both on a budget year and on a fiscal year. WIC Federal reports are produced manually by gathering information from SAAS and manipulating the data in an Excel spreadsheet prior to transmission.

For a more detailed description of the existing system processes, Vendors should refer to Exhibit C.

5. Proposed WIC Data Flow Process

Vendors should propose a tightly integrated, customized Clinical (SPIRIT) and Food Management System that will replace Mississippi's existing WIC Certification system, MWITS and MWINS, and will electronically interface with PIMS, the Statewide Automated Accounting System (SAAS) and potentially with the Mississippi's Mississippi Immunization and Disease Surveillance System (MIDSS). MSDH has provided the diagram (Figure 1) and narrative below to describe their vision of how the WIC data should flow in the new WIC Clinical and Food Management System.

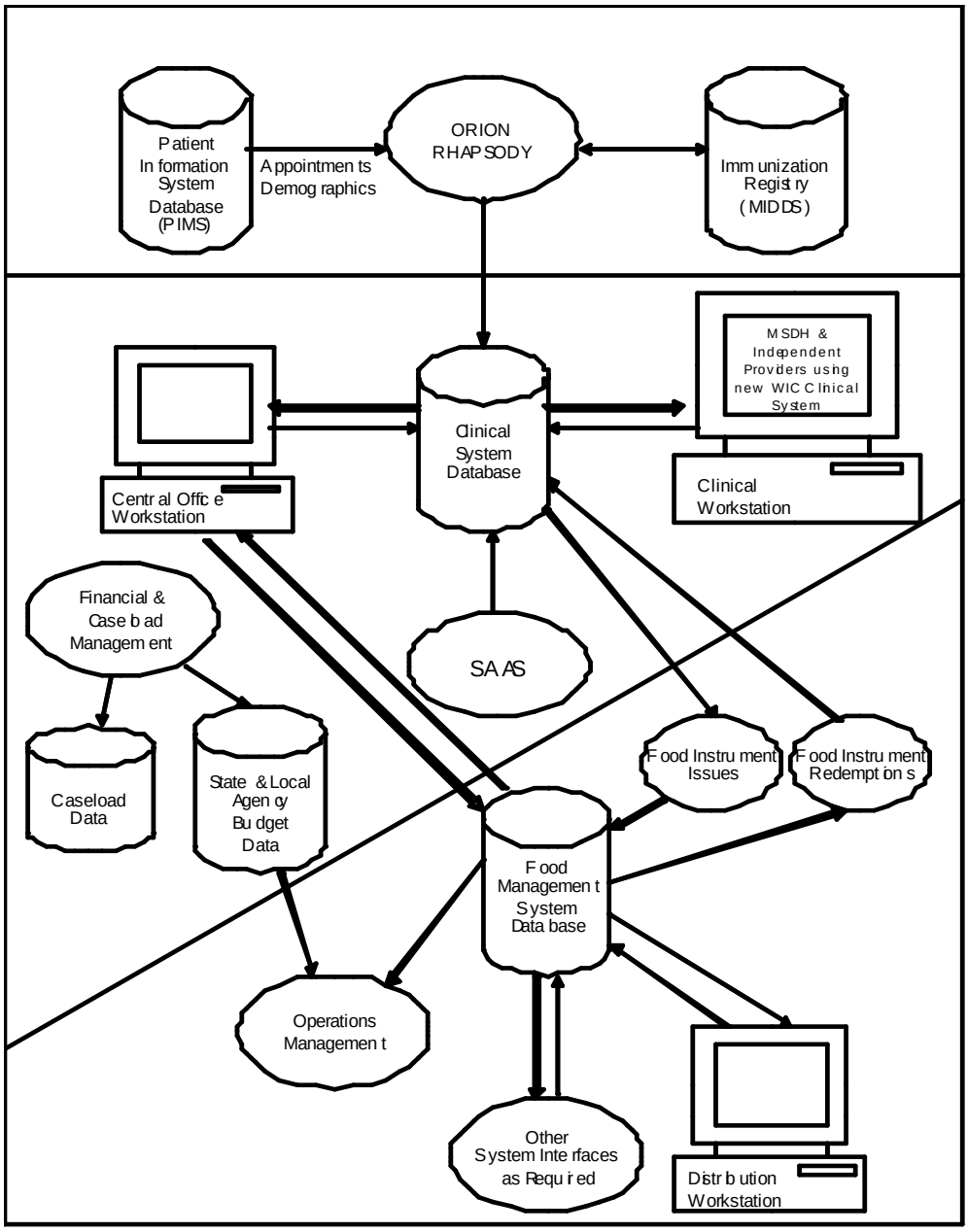

Patient Information System Database (PIMS)
Appointments Demographics
ORION RHAPSODY
Immunization Registry (MIDDS)
MSDH & Independent Providers using new WIC Clinical System
Clinical System Database
Central Office Workstation
Clinical Workstation
Financial & Caseload Management
SAAS
Caseload Data
State & Local Agency Budget Data
Food Instrument Issues
Food Instrument Redemptions
Food Management System Database
Operations Management
Other System Interfaces as Required
Distribution Workstation

Figure 1

Proposed WIC Data Flow Narrative

The MSDH Patient Information Management System (PIMS) will continue to be used to support the functions it currently supports for WIC participants. This includes patient enrollment, appointment scheduling and encounter tracking. During the enrollment process, a clerk will register each participant in PIMS. PIMS will assign a system-generated participant ID number. This ID number will be used as a unique identifier to link participants in PIMS and the WIC Clinical system. The clerk will enter the participant's demographic data and other enrollment data in PIMS.

After the completion of the enrollment process, demographic data will automatically be transferred real-time to the WIC Clinical system using the Orion Rhapsody mapper functionality to map the demographic data from the PIMS VSAM files to the WIC Clinical system database.

After the clerk completes the enrollment process, a medical aid will collect the height, weight, and blood measure for the participant. These measurements will be recorded on paper and attached to the medical record to be entered in the WIC Clinical system by the WIC Certifier.

Next, participants meet with a WIC Certifier. The WIC Certifier will access the WIC Clinical system via a dedicated workstation and retrieve the participant's record created during the enrollment process. The WIC Certifier will complete the certification process by entering certification data directly into the WIC Clinical system. The WIC SPIRIT system will have a direct link to the Immunization Registry via MIDSS. Once in the Immunization Registry, the WIC certifier will determine whether the participant's Immunization status is current and the status will then be stored in the WIC SPIRIT system. Eligible participants will then be assigned a Food Instrument. Before the Certifier prints the Food Instrument, the participant will sign it using an electronic signature pad. Once the Food Instrument is issued in the WIC Clinical system, the participant and food instrument data must immediately be available to the Food Management System.

Once the certification process is complete, appointments for follow-up or future WIC services will be scheduled for qualified participants using the appointment scheduling module in PIMS. WIC appointments will automatically be transferred real-time to the WIC Clinical system appointment scheduling module using the Orion Rhapsody mapper to map the appointment scheduling data from the PIMS VSAM files to the WIC Clinical system database.

When the participant arrives at the WIC Distribution site to pick up their food package, they should provide the clerk with a printed copy of their Food Instrument. If the participant does not have their copy of the printed Food Instrument, the Food Instrument

data can be accessed in the Food Management System via a workstation at the Distribution site after the clerk verifies the participant's identity. Before food is distributed to the participant, immediate verification is performed within the Food Management System. The Food Instrument information will be crossed-checked against redemption data for all distribution sites to prevent dual participation. Before the Food Center clerk prints the participant's receipt, the participant will sign it using an electronic signature pad. Once the Food Instrument is marked as redeemed in the Food Management System, that information will immediately be available to the WIC Clinical System.

The Food Management System will provide the District Offices a consolidated view of all food inventory and food distribution data for all sites within their district. The District Managers will have the ability to produce consolidated reporting for all sites in their district.

Orders for food products will be submitted by District Site Managers via the Food Management System to the Central Office Distribution staff for approval. A notice will be sent to the work queue of the Distribution staff to notify them of orders pending approval. Once approved, the Food Management System will send an electronic alert/ notice to the Warehouse staff that the order is approved and ready to be filled.

Orders for special formulas will be submitted by Certifiers via the WIC Clinical System to the Central Office Nutritionist staff for approval. A notice will be sent to the work queue of the Nutritionist staff to notify them of transfer requests pending approval. Once approved, the WIC Clinical System will send a notice via the interface to the Food Management System that the transfer Request is approved. Special formula transfer requests will be sent to the work queue of the Adele Street Warehouse staff.

Orders for breastfeeding supplies will be submitted by Breastfeeding Coordinators via the WIC Clinical System to the Central Office Nutritionist staff for approval. A notice will be sent to the work queue of the Nutritionist staff to notify them of a request for breastfeeding supplies pending approval. Once approved, the WIC Clinical System will adjust the inventory level of breastfeeding supplies which will be maintained within the WIC Clinical System and an electronic alert/notice will be sent to the Breastfeeding Coordinator notifying her that the request is approved.

The WIC Clinical System will be used to automate reporting and provide operational support in the area of WIC Financial and Caseload Management. WIC Financial Reporting such as the 798 report will be accomplished via an automated interface to the SAAS system. Enrollment and Participation reporting will be provided as part of the WIC SPIRIT solution. "Potentially eligible" data and caseload allocation information will also be collected in the new WIC Clinical System.

Operations management is intended to provide general support to WIC Clinics, Independent Providers, and Food Distribution Sites by automating administrative tasks

and reports.

Mississippi has 13 Independent Providers of WIC Certification services, some of which currently use their own appointment scheduling and/or certification systems. Upon implementation of SPIRIT, MSDH will require all Independent Providers to use the WIC Clinical System via an internet browser to perform enrollment, appointment scheduling, and certification functionality. Potentially, a standard export file will be created to send to Independent Providers that want to use the SPIRIT data to update their system.

6. RFP Project Schedule

Task	Date
First Advertisement Date for RFP	06/09/2009
Second Advertisement Date for RFP	06/16/2009
Mandatory Vendor Conference	10:00 a.m. Central Time on 06/29/2009
Deadline for Vendor's Written Questions	3:00 p.m. Central Time on 07/02/2009
Deadline for Questions Answered and Posted to **ITS** Web Site	07/09/2009
Open Proposals	3:00 p.m. Central Time on 07/31/2009
Evaluation of Proposals	08/03/2009
Contract Negotiation	09/01/2009
ITS Board Presentation	09/24/2009
Proposed Project Implementation Start-up	10/01/2009
Project Go-Live Deadline	03/15/2011

7. Statements of Understanding

7.1 The Vendor must provide an Executive Summary that will condense and highlight the contents of the proposal to provide the State with a summary of the Vendor's qualifications and approach to meeting the stated requirements of this RFP.

7.2 The Vendor must acknowledge that the State expects a contract to be negotiated and executed within thirty (30) days of award. Therefore, Vendor must submit as part of the proposal, a letter to the State signed by the Vendor's legal counsel certifying that he/she has reviewed the RFP, the Vendor's proposal in response to the RFP and the Standard Contract included in Exhibit A.

7.3 The State deems performance of the Vendor on existing contracts and support after the sale to be of critical importance. Therefore, in the evaluation process for contract award of this RFP, Vendors with good performance ratings on existing accounts will be at a decided advantage, while Vendors with poor performance ratings will be at a decided disadvantage or be subject to disqualification at the discretion of the State. **ITS** reserves the right to request information about the Vendor from any previous customer of the Vendor of whom **ITS** or MSDH is aware, even if that customer is not included in the Vendor's list of references.

7.4 The order of precedence of documents for the purpose of requirements definition is as follows, from highest to lowest: (1) the RFP; (2) the FNS Questions/Comments document; (3) the APDU and (4) the IAPD. The total requirements for the system are the combination of all requirements that appear in any one or more of these documents. In the event of a conflict or inconsistency in requirements, statements in a higher order document will supersede those in a lower order document. If a document is silent on a requirement, the requirement will be as stated in the highest order document in which the requirement appears. If, on an item-by-item basis, the Vendor desires to substitute a lower order requirement that is in apparent conflict with one appearing in a higher order document, the Vendor must identify the proposed substitution and note this as an exception.

7.5 The Vendor must acknowledge that the State will transfer the most current version/release of the SPIRIT source code to serve as the base version from which customizations should be made.

7.6 The Vendor must acknowledge that the State will not consider known defects of the existing SPIRIT system as Change Orders. The State will work with the awarded Vendor to identify and document any known defects before the SPIRIT system is transferred.

7.7 The State acknowledges that the functional specifications for the system requested by this RFP may not be exhaustive. Rather, these specifications reflect the known requirements necessary for MSDH to have a fully functional, efficient system. The Vendor is tasked with proposing a complete system and fully describing those system features that meet the known specifications.

7.8 While the State has attempted to define all the requirements necessary for the successful integration/implementation of the WIC Clinical and Food Management Systems, the State expects the Vendor to work in conjunction with MSDH staff following the contract award to perform a detailed analysis of the functional specifications and identify any areas that may have been overlooked or misstated.

7.9 With the exception of upgrading the RDBMS to SQL 2005 and the language to VB.Net Version 2, the Vendor must transfer the SPIRIT System using its existing technical infrastructure. No additional transfer costs can be incurred with the exception of customizations that are pre-approved by USDA/FNS.

7.10 Vendors should propose using the existing State Data Center, technical infrastructure and services.

7.11 MSDH is providing the IAPD, the APDU and the Response to USDA/FNS Comments and Questions documents approved by USDA to implement a new Clinical and Food Management System to Mississippi. The pertinent chapters of these documents are contained in Exhibits D, E and F. The information provided in these Exhibits provides additional information related to the requirements in Section VII of this RFP.

7.12 Vendor must read and acknowledge that they understand the information provided in Exhibit D, Mississippi's Implementation Advanced Planning Document (IAPD).

7.13 Vendor must read and acknowledge that they understand the information provided as Exhibit E, Mississippi's Advance Planning Document Update (APDU).

7.14 Vendor must read and acknowledge that they understand the information provided as Exhibit G, Mississippi's Response to USDA/FNS Comments and Questions related to the Advance Planning Document Update (APDU).

7.15 The Vendor must provide all software components and implementation services with sufficient knowledge transfer to state personnel as necessary for long term support of the proposed solution.

7.16 Knowledge transfer will be a key element/requirement of this proposal. Due to the importance of knowledge transfer, frequent communication between MSDH and the Vendor will be critical. Therefore, Vendors must propose for all development/customization to be performed within the continental United States. Vendor should describe his knowledge transfer philosophy and strategy for ensuring that the State is in a position to assume ongoing maintenance and support for the WIC system following the conclusion of the Contract period.

7.17 The Vendor's designated Project Manager and DBA Lead will be required to work onsite for the duration of the project. All development work is expected to occur in the MSDH development environment. All RDBMS design/development work is expected to occur onsite at the MSDH Office of Health Informatics, therefore, appropriate personnel will be expected to be onsite during the applicable phases.

7.18 For work being performed onsite in Jackson, the State will provide limited office workspace for up to ten Vendor staff. Onsite work must be performed during normal MSDH business hours, 7:00 a.m. until 6:00 p.m. Central Time unless an exception is granted. Vendor staff must be available to work after hours on an as needed basis. The Vendor is expected to provide equipment for the assigned staff (laptop or desktop configured with a 10/100 Ethernet card that will allow connectivity with the state's network, printer, scanner).

7.19 Project Structure Overview

7.19.1 The State intends to be fully involved in all aspects of the project and will assign a full time project manager and a senior manager for project oversight. MSDH functional users/Subject Matter Experts, MSDH database administrators, and **ITS** and MSDH technical staff will be fully involved as members of the project team. Vendor must acknowledge that they will work with the State staff as necessary to ensure the success of the project.

7.19.2 The State intends to contract independently for Quality Assurance services. The QA Vendor shall be responsible for providing Quality Assurance and support services and monitoring the performance of the Implementation Contractor (IC) and the State on the project. Vendor must acknowledge that they will work with the State's chosen QA contractor as necessary to ensure the success of the project.

7.19.3 See Section VII, Item 11.4 for further details about the MSDH project structure.

7.20 Contractor/Subcontractors

7.20.1 The Prime Contractor must be designated in the proposal and any use of Subcontractors must be clearly explained.

7.20.2 If the use of Subcontractors is planned, the proposal must specifically identify the tasks that each Subcontractor is to perform.

7.20.3 All subcontracting agreements must be signed at the time of contract award and copies provided to the State.

7.20.4 Proposals offering joint ventures between Vendors will not be accepted.

7.20.5 The State will enter into a contract with the Prime Contractor only.

7.21 The State reserves the right to ask any technical question and request any technical documentation that may arise from a functional demonstration, technical demonstration, or communication related to the Vendor's products or services. Answers to technical questions and requested documentation must

be received by the deadline published in the State's written request for additional information/clarification.

7.22 Vendors must carefully detail the manner and degree by which their proposal meets or exceeds each specification. Vague or inconclusive responses will be judged as non-responses within the context of the evaluation.

7.23 The Vendor must submit all project status reports and project deliverables to the State in hardcopy and electronic file using Microsoft Office Suite and Microsoft Project as applicable.

7.24 Vendor should note that all process descriptions and sample deliverables provided in response to this RFP will form the basis for establishing the project standards and best practices to be used for the WIC SPIRIT project. Vendor should plan to access proven templates from their corporate PMO where possible to provide efficiency and benefit from lessons learned.

7.25 All sample deliverables that are requested to be included as part of the Vendor proposal must be provided in electronic form, with confidential information redacted, on a CD to be included as part of the Vendor's Technical proposal.

7.26 The Vendor is requested to provide details on what features, functions, or other considerations, exclusive of the specified requirements, that either his company or the proposed software afford the customer that may provide a distinct value to MSDH. In the event that MSDH and **ITS** agree that such features, functions or other considerations do provide a distinct benefit, the State reserves the right to give the Vendor additional consideration. **ITS** and MSDH will make the sole assessment of the relative merits of each added value proposal to the agency.

7.27 MSDH is seeking to greatly improve staff productivity and efficiency through the implementation of the proposed system. Solutions that interject additional processing overhead or system inefficiencies in the sole judgment of MSDH and **ITS** may receive poor evaluation scores or be disqualified. Vendor should describe in detail the practical ways that their solution increases productivity and improves efficiency for WIC staff.

7.28 As a project deliverable, the Vendor must assess the current WIC Help Desk and provide recommendations based on industry best practices for software, structure, staffing, policies, procedures and training appropriate to the system and the number of users being supported. Vendor will be responsible for developing and providing a WIC Help Desk Manual containing user documentation, policies and procedures.

7.29 The proposed system must be designed to provide seamless integration and offer transparency to the users when accessing and utilizing information from

either the WIC Clinical System or the Food Management System. Vendor must describe their approach to providing comprehensive WIC functionality via a seamless integration between the clinic and food management systems.

7.30 Development Methodology

7.30.1 MSDH prefers a Structured Development Methodology (SDM) be used on this project, however Vendor may propose alternate methodologies. If an alternate methodology is proposed, Vendor must include justification as to why this is their preferred methodology.

7.30.2 Vendor should identify and describe the proposed methodology as well as any requisite software tools that will be used to implement this system.

7.30.3 The proposed methodology must allow for detailed analysis and confirmation of the functional specifications prior to system and database design.

7.31 Vendor should define and provide justification for the discrete technical environments that will be required by the Vendor to ensure a smooth and successful implementation effort. (i.e. Development, System, QA – User Acceptance, Training, Production, etc.)

7.32 If a COTS solution is proposed, upon award the Vendor shall provide certification that the manufacturer of the proposed Food Management software will agree to put in place and maintain a current escrow agreement including but not limited to the data dictionary, system documentation, object code and source code designating the State of Mississippi as licensee, the beneficiary.

7.33 The State does not intend to purchase hardware in this procurement. The Vendor must make recommendations regarding any additional hardware or upgrades to existing hardware required to implement the proposed solution at the State's Data Center. Vendor must provide detailed justification of these recommendations including hardware specifications and required capacities. Preliminary recommendations are expected as part of the Vendor's proposal with a detailed recommendation to be delivered to the State during the initial project phases.

7.34 Any new system that is to run on the State's network must be able to function with minimal changes for the State. The Vendor must specify the bandwidth and any other necessary information required to run the application, meeting the response times and performance measures established in this RFP, from county offices located throughout the State.

7.35 The proposed system must function within the existing MSDH and State of MS TCP/IP-based MPLS network. The Vendor should provide minimum bandwidth requirements for a WAN link so that MSDH can verify that each end-site has enough bandwidth. Vendor must also understand that a significant amount of the MSDH is MPLS-based DSL circuits (1.5Mbps and 3Mbps). Vendor should make recommendations for any circuits they deem need upgrading.

7.36 In the event, the Vendor recommends a circuit be upgraded because of lack of bandwidth, Vendor should understand that **ITS** has existing contracts in place for network services including options for MPLS-based Frame Relay and DSL. These contracts are available for use by all state government offices and institutions as well as governing authorities throughout the state.

7.37 If the Vendor recommends an upgrade of the existing MSDH network/workstation infrastructure as part of the proposed system installation, he must describe in detail the benefit to MSDH of such an upgrade. If the Vendor does not recommend an upgrade of the existing network infrastructure, he should specify how much system growth can be accommodated on the existing platform. Vendor should refer to Exhibit F for an overview of the existing network/workstation infrastructure. Vendor should note that much of the MSDH network has already been upgraded including switches, routers and the replacement of all 64K lines to fractional T1 lines. Preliminary recommendations are expected as part of the Vendor's proposal with a detailed recommendation during the initial project phases.

7.38 It is the Vendor's responsibility to review and adhere to the State of Mississippi's Enterprise Security Policy to ensure that their proposal complies with these policies. This policy can be accessed at the following URL: http://www.ms.gov/pdf/security_policy.pdf

7.39 To ascertain the technical environment available at the State Data Center and the Statewide network infrastructure, Vendors may review The State of Mississippi Technology Infrastructure and Architecture Plan at the following URL:

http://www.its.ms.gov/docs/infrastructure_architecture_plan.pdf

The technical services available through **ITS** Data Services can be found at the following URL:

http://www.its.state.ms.us/docs/ITSServicesWebBrochure.pdf

7.40 Vendors may request additional information or clarifications to this RFP using the following procedure. Vendors must clearly identify the specified paragraph(s) in the RFP that is in question. Vendor must deliver a written

document to Rita Rutland at **ITS** by July 2, 2009, at 3:00 p.m. Central Time. This document may be delivered by hand, via mail, e-mail or by fax. Address information is contained on page one of this RFP. Fax number is (601) 354-6016. **ITS WILL NOT BE RESPONSIBLE FOR DELAYS IN THE DELIVERY OF QUESTION DOCUMENTS.** It is solely the responsibility of the Vendor that the clarification document reaches **ITS** on time. Vendors may contact Rita Rutland to verify the receipt of their document. Documents received after the deadline will be rejected. All Vendor questions will be compiled into one document with all Vendor-identifying specifics removed. This written document with all questions answered will be distributed to each Vendor via email and posted on the **ITS** web site by close of business on July 9, 2009.

8. Mandatory Vendor Conference

All Vendors desiring to submit a proposal in response to this RFP must attend a **mandatory Vendor's Conference on June 29, 2009 at 10:00 a.m. Central Time** in the Osborne Auditorium at the MSDH Central Office, 570 East Woodrow Wilson, Jackson, Mississippi.

The intent of the conference is to assist Vendors in preparing their response to this RFP by providing additional information and clarifications necessary to understand the scope of this project. Each Vendor choosing to participate as a prime contractor must be represented at the conference by a bona fide and knowledgeable employee. No other agent or representative will qualify. Vendors should familiarize themselves with this RFP prior to attending the mandatory Vendor's Conference and should come prepared to ask questions. No verbal communications will be binding. All Vendor questions will be addressed as described in Section VII, Item 7.40, above. **Proposals will not be accepted from Vendors who do not attend the mandatory Vendor Conference**.

9. Cost Proposal and Payment Terms

9.1 Proposals must be submitted in two, separate sealed parts: a technical proposal and a cost proposal. Vendor must not include any cost or pricing information in the technical proposal. Any proposal that violates this guideline is subject to being eliminated prior to the cost evaluation. Proposals eliminated in this manner will be returned to the Vendor with the cost proposal unopened.

9.2 The Vendor must provide all cost information necessary to determine the total five-year life cycle cost of the proposed software and services. **Responses to this section (Section VII, Item 9) are to be included in Section VIII: *Cost Information Submission* and must be submitted in both hardcopy and electronic formats.**

9.3 The Vendor must include and complete all parts of the cost proposal forms, in a comprehensible and accurate manner. Significant errors in the required

detail of the Vendor's cost proposal may be grounds for rejection of the Vendor's proposal.

9.4 The Vendor must submit a total fixed dollar cost for all services and products proposed in response to this RFP. The cost proposal must include a breakdown of all costs by module, deliverable or service as described in Section VIII: *Cost Information Submission*. The Vendor must enumerate all costs including installation, data conversion, training, maintenance, licensing and support, project management, travel, and subsistence expenses, etc.

9.5 The Vendor must understand and provide information in his response to support a deliverables-based project. The MSDH intends to pay based on milestones and deliverables throughout the project with a retainage held for each deliverable as outlined in Section VII, Item 9.15. A Payment Schedule (to be included in the Cost Proposal only) defining and denoting milestones and deliverables, both paid and unpaid, formal and informal, for the entirety of the project should be provided as part of the Project Work Plan. The costs allocated to each deliverable and milestone must be directly proportional to the work effort expended in its production and its significance to the project implementation.

9.6 For the modifications to the WIC SPIRIT system, the Vendor must list the cost of the modification separately as well as providing a cost summary of customizations required in the cost proposal and identify them by the item number(s) in the *Functional Requirements Traceability Matrix* (refer Exhibit H).

9.7 For the Food Management System, if the Vendor is proposing a COTS solution where the base system must be modified to satisfy a requirement, the Vendor must specifically list the minor and/or major modifications and their cost separately as well as providing a cost summary of customizations required in the cost proposal and identify them by the item number(s) in the functional requirements matrix.

9.8 MSDH considers the reports specified in this RFP standard reports and is not interested in creating them via a report generator, rather MSDH requires that the Vendor make the reports available as part of the base system. Where a report is specified, the Vendor must clearly explain whether the current WIC SPIRIT system is capable of producing the reports described. If a specified report does not currently exist, then the Vendor must clearly indicate the cost to produce it.

9.9 For each inquiry screen requested, MSDH requires the ability to print a hardcopy of the generated report. Vendor should identify any additional costs associated with meeting this requirement.

9.10 Conversion costs should be enumerated in a separate line item and calculated based on the hourly rate times the anticipated level of effort involved. The State reserves the right to eliminate the conversion phase and corresponding cost based upon the user assessment of data validity and usability. For additional details regarding conversion, refer to Section VII, Item 20.

9.11 The Vendor must include the cost associated with providing a comprehensive training program and all associated training materials. The Vendor must also include an hourly rate for any additional training that may be required via a Change Order. For additional details regarding training, refer to Section VII, Item 21.

9.12 The Vendor must indicate the cost for providing documentation customized to Mississippi's requirements. For additional details regarding documentation, refer to Section VII, Item 22.

9.13 The Vendor must itemize any and all costs associated with performance/load testing the application including any required licensing of tools. For additional details regarding performance requirements, refer to Section VII, Item 19.

9.14 Licensing

9.14.1 The Vendor must make full utilization of the State's development environment including the software tools and packaged software needed to perform application enhancements. The Vendor must specify any other necessary development tools and provide a summary of the functions and capabilities of these tools. The cost of any additions to the existing development environment must be included.

9.14.2 The Vendor must furnish and maintain all software, gateways and interfaces required to successfully deploy and operate the system as defined herein. The Vendor should identify any third party software needed to operate the proposed system that is not currently utilized in the State environment. The Vendor must list software brand name, version, quantities, and descriptions. These items should be itemized and included in the overall project cost. Any items that are required to operate the system efficiently and effectively that not listed in this section will result in the Vendor providing those products at no charge to the State.

9.14.3 Vendor shall itemize and provide costs for MSDH to license the integrated design framework which contains all relevant tools and technical information required to develop, implement, modify and maintain the application, the infrastructure, platform systems, and the database for any developed and/or custom tailored software. This software, developed or third party, should include but not be limited to

recommended tools for configuration management, load testing, requirements validation, automated testing, ad hoc reporting, system administration, automated scheduling etc. MSDH reserves the right not to purchase the integrated design framework and tools.

9.14.4 Vendor must purchase their own MSDH-approved modeling tool licenses.

9.14.5 Vendor must indicate if the State will need additional Orion Rhapsody communication points and if so how many Communications Points will be required for the successful implementation of this system.

9.14.6 The State currently owns a statewide, enterprise license for DB2 and SQL. Vendor may propose utilizing either of these databases for the Food Management System.

9.14.7 If Vendor's application software and/or utilities are licensed based on processor size, Vendor must clearly detail the proposed processor configuration and pricing sized to meet the requirements of the RFP and additionally include pricing for the next two processor upgrades.

9.14.8 Vendor must provide the cost for a statewide, enterprise license to all COTS products for an unlimited number of MSDH users. Vendor may optionally provide a second pricing model (i.e., named users or concurrent users.) Vendor must agree that any additional user licenses as may be required by MSDH during the term of the contract may be purchased at the rate listed in the cost proposal or at the then current price, whichever is less. The State reserves the right to select the pricing model that best fits the needs of the State. For the optional pricing model, Vendor must itemize incremental user counts supported per licensing terms, and show related pricing.

9.14.9 The Vendor must agree that, notwithstanding anything to the contrary in this agreement, MSDH shall have:

9.14.9.1 Unlimited use by licensed users of the software products acquired for MSDH operations,

9.14.9.2 Use of such software products with a backup platform system or failover system should it be deemed necessary by MSDH,

9.14.9.3 The right to copy such software for safekeeping and backup purposes,

9.14.9.4 The right to reproduce any and all physical documentation supplied under the terms of this agreement, provided, however, that such reproduction shall be for the sole use of the MSDH and shall be subject to the same restrictions or use and disclosure as are contained elsewhere in this agreement.

9.15 Retainage

9.15.1 To secure the Vendor's performance under the contract, the Vendor agrees that the State shall hold back a retainage of 25% of each amount payable during each phase of the project, including amounts payable under Change Orders, subject to completion and final acceptance of all deliverables for each implementation phase.

9.15.2 Upon successful completion of each phase, the State, at its sole discretion, may pay 5% of the retainage held for that phase. The remaining 20% retainage for each phase shall be held until completion of the entire project.

9.15.3 If the project schedule for a phase slips beyond the mutually agreed upon delivery date(s), the State reserves the right to defer the release of the retainage for that phase until the end of the project.

9.15.4 Each amount payable shall be derived from a project schedule mutually devised by all parties documenting each major milestone and/or deliverable and the prorated portion of the project cost applicable to the deliverable/milestone. The cost allocated to each deliverable/milestone must be directly proportional to the work effort expended in the production of the deliverable/milestone and its relative importance to the project.

9.16 Change Orders

9.16.1 Changes to individual requirements that do not affect the overall scope, schedule, or costs of the project will not be acceptable for change orders.

9.16.2 The State may, at any time, recognize the need to make changes in the scope of the project requirements as agreed upon by the State and the Vendor. The request for these changes will be made in the form of a written order provided to the Vendor.

9.16.3 The Vendor will not undertake any such changes to the project requirements unless these changes have been submitted and approved, in writing, by the State.

9.16.4 If any such change causes an increase or decrease in the cost or the time required for the performance of any part of the work under the contract, a mutually satisfactory adjustment may be made in the contract price, delivery schedule, or both and the contract shall be modified in writing accordingly.

9.16.5 The Vendor must quote change order rate(s) for any agreed upon work that is outside the original scope of the agreement. The Change Order Rate shall be a "fully loaded", itemized rate that includes, but is not limited to the cost of all materials, travel expenses, per diem, and all other expenses and incidentals incurred by the Vendor in the performance of the Change Order.

9.16.6 For all Change Orders, the Vendor shall be compensated based on the total work effort expended multiplied by the rate for the appropriate level of personnel/expertise required by the Change Order less retainage. Vendor must provide "fully loaded" hourly rates for the following levels of personnel/expertise:

- Project Manager <$rate/hour>
- Data Base Administrator <$rate/hour>
- Network Administrator <$rate/hour>
- Technical Team Leader <$rate/hour>
- Functional Team Leader <$rate/hour>
- Technical Analyst <$rate/hour>
- Functional Analyst <$rate/hour>
- Documentation Specialist <$rate/hour>
- Training Specialist <$rate/hour>
- System Testing Specialist <$rate/hour>
- System Architect <$rate/hour>

9.16.7 Change Orders during the Warranty Period will be performed by the Vendor's warranty staff at no extra charge unless it is mutually agreed in writing by the State and the Vendor that the change is of such magnitude and urgency that additional resource(s) will be required of

the Vendor. In that instance, additional payment may be made based upon the Change Order rate(s) specified in the Vendor's cost proposal.

10. Vendor Background and Experience

10.1 Organization Size and Structure.

10.1.1 The Vendor must provide corporate information to include the parent corporation and any subsidiaries.

10.1.2 The Vendor must describe the organization's size and organizational structure and state whether the Vendor is based locally, regionally, nationally or internationally as well as its relationship to any parent firms, sister firms or subsidiaries.

10.1.3 The Vendor must provide the location of its principal office and the number of executive and professional personnel employed at this office.

10.1.4 If incorporated, the Vendor must provide the name of the state of incorporation. The Vendor's firm must provide proof that they are registered with the Mississippi Secretary of State's Office and able to legally conduct business within the State of Mississippi prior to contract execution.

10.1.5 Vendor must include in their proposal a copy of the corporation's most recent annual report, including consolidated balance sheets and related statements of income, stockholders' or partners' equity and changes in financial position, for each of the three fiscal years preceding the end of the most recent fiscal year. The financial information listed above should be compiled, reviewed and audited by a Certified Public Accountant or Chartered Accountant. This information must clearly substantiate that Vendor's company is in good financial standing. **A Vendor failing to provide this information or Vendors whose information reveals poor financial health risk disqualification, at the sole discretion of the State**.

10.2 Vendor Staff Qualifications

10.2.1 The Vendor must document proven experience providing similar products and services for public health agencies.

10.2.2 The Vendor must provide information detailing their experience and knowledge with the following:

10.2.2.1 USDA WIC functional requirements

10.2.2.2 Implementation of automated data systems, in-house developed as well as COTS systems

10.2.2.3 Understanding of federally mandated WIC program operations and WIC System functions in order to assure that after customization and implementation, the automated data system meets requirements

10.2.2.4 Understanding of the differences between modifying a baseline automation package and building a customized design for WIC automation purposes

10.2.2.5 Understanding of the approaches for customizing a baseline package and interfacing/integrating with existing applications and/or COTS packages.

10.2.3 The Vendor must propose appropriate quantity and quality of staff to ensure a successful completion of this project with limited MSDH support.

10.2.4 The Vendor must supply an organizational chart identifying the chain of command inside the Vendor's company and a project organization chart identifying the project reporting structure for the personnel assigned to the project.

10.2.5 All project personnel must have prior experience appropriate to the proposed project assignment for the minimum amount of time specified below.

10.2.6 Technical personnel must possess all requisite skills appropriate to their assignments.

10.2.7 The State considers the following to be key Vendor roles on the project:

- Project Manager – minimum of 15 years related experience,
- System Architect – minimum of 10 years related experience,
- Senior Business Systems Analyst – minimum of 10 years related experience,
- Application Development Lead – minimum of 5 years related experience,

- Database Administrator (DBA) Lead – minimum of 5 years related experience,
- Network Lead – minimum of 5 years related experience,
- Conversion Manager – minimum of 5 years related experience,
- Testing Manager – minimum of 5 years related experience,
- Implementation Manager - minimum of 5 years related experience,
- Training Manager– minimum of 3 years related experience,
- Trainers and Instructors – minimum of 3 years related experience. Candidates must be able to demonstrate on an adhoc basis effective oral and written communication skills to the applicable user community which includes clinicians, warehouse staff, technical staff, and state office staff,
- Functional/Technical Documentation Specialist – minimum of 5 years related experience. Candidates must be able to demonstrate on an adhoc basis effective oral and written communication skills to the applicable user community which includes clinicians, warehouse staff, technical staff, and state office staff.

10.2.8 The Vendor must provide resumes and references for each key individual to be assigned to the project. Resumes for key personnel to be supplied by subcontractors must also be provided. Resumes must reflect qualifications and experience relevant to the scope of work indicated in this RFP. Each resume must include at least three references that can be contacted to verify the individual's qualifications and experience.

10.2.8.1 The Vendor must make arrangements in advance with the references so that they may be contacted at the Project team's convenience without further clearance or Vendor intervention. Failure to provide this information in the manner described may subject the Vendor's proposal to

being rated unfavorably relative to these criteria or disqualified altogether at the State's sole discretion.

10.2.8.2 Each reference must include the individual's name, title, company name or organization, e-mail address, mailing address, and telephone number. The resumes must be limited to two pages per person.

10.2.9 The Vendor must commit the key personnel named in the proposal for the duration of the project and must specify the percentage of time that each person will commit to the project.

10.2.10 Key individuals named in the proposal must be available to work on the project once an award is made and a contract is signed.

10.2.11 All Vendor key staff members must be approved by MSDH prior to the start of the project. Any replacement or substitution of staff as proposed requires written approval from the MSDH prior to replacement or substitution.

10.2.12 Key personnel will be required to work onsite during the particular phase(s) for which they are responsible. Other assigned Vendor staff must work on site at MSDH facilities during the following phases of the project: requirements analysis, database and application design, code reviews, installation, training, data conversion, system test, QA and pilot test, acceptance test, and implementation of the system. The onsite staff must be available to participate in project-related meetings as scheduled by MSDH staff

11. Project Management and Project Work Plan

11.1 The MSDH will identify a primary contact to serve as the State WIC Project Manager for all project activities. Vendor is expected to provide a primary contact to assume the responsibilities of the Vendor Project Manager.

11.2 The MSDH will establish a primary contact to serve in the role of Deliverables Manager. This person will be responsible for documenting the Deliverables Review process, publishing it to the team and managing the process.

11.3 The Vendor will provide a formal walkthrough to the appropriate group for each deliverable that is turned over to the State.

11.4 Project Structure

11.4.1 The State will establish a Project Management Team (PMT) to be chaired by the State WIC Project Manager that will meet weekly. The

PMT will be responsible for managing the day-to-day operational aspects of the project and monitoring the schedule, the contracts and the performance of the IC & QA Vendors. The PMT will assess and report to the WIC Steering Committee on project risks and their recommended mitigation strategies. Proposed members of the PMT include:

- CIO of OHI
- WIC Program Director
- OHI Application Development and Support Manager
- OHI Information Resource Manager -- OHI Technical Infrastructure Manager –
- WIC Project Manager
- QA Manager attends for informational purposes
- IC Project Manager

11.4.2 The State will establish a WIC Project Steering Committee that will be chaired by the WIC Program Director or CIO and will meet quarterly and as needed. The responsibilities of the WIC Steering Committee will include but not be limited to: setting strategic direction for the project, keeping abreast of project progress, resolving project issues/disputes that are unable to be resolved by the Project Manager or the Project Advisory Committee, approving proposed change orders, reviewing recommendations for appropriate business and policy changes and championing the cause to MSDH management for approval, providing appropriate resources necessary to keep the project moving forward. Proposed members for this team include:

- WIC Program Director
- OHI Project Manager
- **ITS** Technology Consultant
- MSDH Director of Health Services
- CIO of OHI
- OHI Application Development and Support Manager
- IC Representative
- QA Manager as an ex officio member

11.4.3 The State will establish a WIC Project Advisory Committee (PAC) which is a working group that meets at least monthly, more often as needed. The responsibilities of this group include but are not limited to participation in the functional design process, making business decisions and recommendations for MSDH WIC policy review/revisions, reviewing and commenting on project deliverables, settling disputes between the Vendor and the Project Team regarding defect versus enhancements, prioritizing functional issues (defects and

enhancements) that arise, making appropriate personnel resources available to the project team for business resolution, review and testing, participating in acceptance & pilot testing. The PAC may create subcommittees composed of the actual workers (rather than the directors/managers) to address specific issues. Proposed members of the PAC include:

- WIC Warehouse Director
- WIC State Nutritionist
- WIC Financial Analyst
- OHI Application Development and Support Manager
- People from various administrative levels and disciplines operating and supporting the business today (on an as needed basis) including but not limited to:
  - WIC Application Support Subject Matter Expert (SME)
  - WIC Server Support SME
  - WIC Network/Technical Infrastructure Support SME

11.5 Vendor must provide in their proposal, a proposed project organizational chart identifying the personnel assigned to each role and describing the structure, the roles and the responsibilities of the assigned staff.

11.6 Vendor project management activities will include, but not be limited to:

11.6.1 establishing and administering controls to ensure the quality of deliverables are acceptable to MSDH,

11.6.2 developing (with MSDH assistance) and maintaining a detailed work plan and schedule,

11.6.3 monitoring project activities to ensure project schedules are met, and

11.6.4 providing weekly and monthly status reports.

11.7 The Vendor Project Manager must be able to authorize changes and will be expected to escalate any problems or issues that cannot be resolved by on-site staff. The MSDH Project Manager will be empowered to make the decisions necessary to keep the project on track and moving forward.

11.8 The Vendor must describe the issue resolution escalation process that will be used within the Vendor's organization to resolve any problems or issues that may arise during the course of the project.

11.9 The Vendor Project Manager must be prepared to give oral status reports to MSDH management upon request. Vendor must conduct bi-weekly status meetings and provide bi-weekly written status reports. The status report is to be delivered no later than noon on the Friday ending the two-week reporting period. A complete set of updated reports from the project management software, along with an electronic copy of the applicable portion of the project work plan, is to be provided with each bi-weekly status report. The report must include at a minimum:

- Technical status of the project including work package and deliverable status and forecast for next reporting period.
- Accomplishments for the reporting period;
- Work planned for the next reporting period;
- Schedule status of the project including milestones and schedule summary;
- Problems which are affecting or could affect progress including the proposed or actual resolution;
- Proposed changes to the project work plan and reasons for the changes;
- Updated detailed project plan with changes highlighted; and
- Updated Risk analysis/mitigation plan

11.10 Project Work Plan

11.10.1 The Vendor must submit as part of his proposal, a detailed preliminary Project Work Plan developed, housed and maintained in Microsoft Project. The preliminary Project Work Plan must incorporate the Schedule of Activities, Milestones and Deliverables as outlined in the *IAPD*: Exhibit D (Chapter VI). This preliminary project plan will form the basis for a mutually agreed upon start up Project Work Plan to be jointly developed by the Vendor and MSDH project staff following contract award.

11.10.2 The Project Work Plan must include a Initiation phase that will provide the opportunity for the project team to jointly review the preliminary Project Work Plan and plan the project. During this time the preliminary Project Work Plan will be revised into a mutually agreed upon plan, project processes, procedures and policies will be established and a project work manual will be developed to document the decisions made during this phase.

11.10.3 The Project Work Plan is a living documents that will continue to evolve over the course of the project. The Vendor Project Manager will be held responsible for revising this documents and keeping it current. The Project Work Plan must be submitted on a quarterly basis for review and approval by the Project Management Team. As each Project Work Plan is approved, it will replace the prior version as the addendum to the contract between the Vendor and the State.

11.10.4 The mutually agreed upon start up Project Work Plan must be completed and signed within thirty (30) days following contract execution. Failure to arrive at a mutually agreed upon Project Work Plan may be cause for contract cancellation. The startup Project Work Plan will become an addendum to the contract. Any changes to the finalized project plan will require the signatures of the Vendor and the State.

11.10.5 The Vendor should include tasks for the entire project life-cycle, (e.g., planning, requirements gathering, analysis, design, development/modification, installation, testing, revisions, conversion, training, system rollout, post-production support). The preliminary Project Work Plan must identify all major project phases, major activities within each phase, timeframes for each project phase, assigned resources by name and/or title, major project milestones, quality assurance checkpoints, and all deliverables for each phase. The preliminary Project Work Plan should also include Gantt charts, Pert charts, critical path, schedule, and resource utilization effort.

11.10.6 The proposed schedule/timeline for the project must allow reasonable time for MSDH to review and approve task completion deliverables, without interrupting the Vendor's continuing progress toward completion of the project. For planning purposes, the Vendor can assume a minimum of 10 working days for MSDH to approve each non-software deliverable. Actual time-frames will be determined during contract negotiation. Additionally, the Vendor will need to allocate time in the schedule for deliverable defect fixes and State re-review for validation.

11.10.7 The project work plan/schedule must be structured so as to minimize disruption and interference with MSDH's daily operations.

11.11 Vendor is requested to include in their proposal, samples of the following anticipated Project Deliverables produced by the Vendor for project(s) with a similar size and scope to Mississippi's WIC project.

11.11.1 Risk Management Plan - an initial project deliverable which analyzes the major risks facing the project and clearly states the actions the Vendor plans to take to mitigate the project risks that were identified.

The Risk Management Plan will continue to evolve over the life of the project. The Vendor Project Manager will be held responsible for revising this document and keeping it current. This document must be submitted on a quarterly basis for review and approval by the Project Management Team.

11.11.2 Capacity Study - addresses all levels of the proposed system (i.e., database servers, file servers, client workstations, CPU, disk space, band width, etc.). The study must provide an analysis of the system capacities needed for the proposed solution to meet the performance requirements of this RFP as defined in Section VII, Item 19.

Upon contract award as an initial project deliverable, the Vendor must provide a study of the capacities currently available and make recommendations as to improvements that are necessary for the system to meet the performance requirements of this RFP.

11.11.3 Conversion/Data Migration Plan - developed in conjunction with MSDH staff, this document describes the approach and defines the processes necessary to transfer existing data to the new system. This plan must clearly identify in detail the responsibility of the Vendor and the State in regards to all steps, tasks, activities, events, milestones and resources necessary for the conversion process. For the proposal, Vendor should describe their proposed strategy and

approach to data conversion/migration. See Section VII, Item 20 for more details about the Conversion/Data Migration requirements.

11.11.4 User/Technical Documentation – The Vendor must provide sample End User and Technical Documentation that demonstrates the level of detail that is typically provided in Vendor's documentation.

11.11.5 Training Plan – As a project deliverable, the Vendor must provide a comprehensive training plan detailing the Vendor's strategy for conducting all levels of system and user training as described in Section VII, Item 21.

11.11.6 Test Plan – As a project deliverable, the Vendor must provide a comprehensive Test Plan detailing the Vendor's overall test strategy and approach to different types of testing and a clear definition of the exit criteria for each phase. Vendor should be prepared to provide System Test results at the request of the State.

11.11.7 Backup & Recovery Plan - to be delivered prior to implementation, this document addresses all levels of the proposed system (i.e., database servers, file servers, client workstations, etc.). The plan must provide a methodology of performing database backups with minimal or no downtime between the hours of 6:00 a.m. – 9:00 p.m. (Central Time). For the proposal, Vendor must describe their recommendations for accomplishing Backup and Recovery within the specified parameters.

11.11.8 Disaster Recovery/Business Continuity Plan - It is imperative that the WIC services and data are accessible at all times thus ensuring no interruption of services. This deliverable describes the proper procedures and tasks to be performed by system participant groups and stakeholders to provide continuity of WIC services in the event of an outage. For the proposal, Vendor should describe their proposed DR/BC methodology.

11.11.8.1 The Disaster Recovery/Business Continuity Plan must utilize the same standards and approaches as the master MSDH D/R Business Continuity plan as it will be included as a component of the master plan.

11.11.8.1.1 The procedures listed in the plan must include the following details at a minimum:

- Task components;
- Sequence of activities;
- Participants' roles (MSDH staff, clients, and

other state contractor project staff);
- Escalation procedures;
- Manual processes for continuing critical tasks; and
- Reconciliation process following system restoration.

11.11.8.1.2 The Vendor must define and follow additional security processes and procedures documented in the plan in the event of the following:

- Unscheduled host site downtime;
- Unscheduled telecommunications network downtime; and
- Unscheduled Gateway downtime.

11.11.9 Detailed Implementation Plan – This document should be produced and delivered to the State approximately 4-6 weeks prior to the pilot test of the system. It should provide a detailed view of exactly what must be done, task by task to successfully pilot the system. Dependencies, critical path, assigned resources, resource utilization, outstanding issues, go/no go dates, etc. must be included. Approximately 4-6 weeks prior to the first production implementation, the document should be revised and re-delivered to the State including a section on lessons learned from the Pilot implementation.

11.11.10 Security Plan – This comprehensive plan will describe all security processes and provisions for maintaining system and data integrity during all phases of implementation and operation. For more details, refer to the requirements in the *IAPD*: Exhibit D, Chapter IX.

11.11.11 Contingency Rollback Plan – This document will define in detail the course of action that the Project Team will take in the event that the pilot or production implementation goes awry. It should contain a list of potential non-recoverable errors and what steps should be taken if one or more of those errors occur. To be addressed: the recovery of WIC data, defining what tasks must be accomplished manually, Vendor and State responsibilities, time frames for 'unimplementing' the system, a defined error resolution process and schedule, identified risks and how to respond/mitigate each.

11.11.12 Configuration Management Plan – For the purposes of this RFP, Configuration Management is defined as the process of identifying and defining the items in the system, controlling the change of these items throughout their lifecycle, recording and reporting the status of items and change requests, and verifying the completeness and correctness of items. Configuration Management organizes versions and changes to system items while keeping coherency and consistency on the complete system and describes the system structure, the nature of its elements, their identity, and gives access to each item version For the proposal, Vendor should describe their approach to configuration management including versioning and tracking customization, defects and enhancements to the system, include in the discussion, any automated tools/processes proposed for the project and how they will be used.

11.11.13 Knowledge Transfer Plan - This document details how the Vendor will accomplish knowledge transfer to State staff and provide measurable results to ascertain whether sufficient knowledge transfer has occurred. The plan should incorporate combinations of On-the-Job (hands on) training, instructor-led training and even off-site classes/certifications (if deemed necessary). Minimally, the Knowledge Transfer Plan should address the following areas:

- Identify the Knowledge Transfer techniques to be used,
- Identify the recipient(s) of and the party(ies) responsible for the Knowledge transfer,
- Define how success will be determined,
- Identify Knowledge Transfer expected completion date.

12. Change Order Procedure

12.1 The State and the Vendor shall work together during project initiation to develop a Change Order Procedure and a System Modification Authorization (SMA) form. A SMA form will be completed for every request for a system enhancement. It will serve as the tracking mechanism for the receipt of a Change Order request through completion of all required actions.

12.2 As soon as possible after receipt of a System Modification Authorization form, but in no event more than thirty (30) days thereafter, the Vendor shall provide a written statement defining the scope of work, estimating the time for completion, and whether the change has a price impact on the contract. The

statement shall include a description of the work to be done and price increase or decrease involved in implementing the change. The cost or credit to the State resulting from a change in the work shall be the total of the number of person-hours by level of expertise times the hourly Change Order rate bid by the Vendor. The State will approve the SMA form or request more information within ten (10) working days of receipt of the completed SMA form.

12.3 The provision for Change Orders does not include any corrections of deficiencies for any activities or deliverables for which the Vendor is responsible under the terms of the RFP and Contract. Such corrections and deliverables are the responsibility of the Vendor without charge to the State. Any costs associated with an investigation to determine the source of a problem requiring correction is the responsibility of the Vendor.

13. Food Management System – COTS Solution General Requirements

Requirements 13.2, 13.3 and 13.4 apply if the Vendor is proposing a COTS Solution for the Food Management System.

13.1 Vendor should provide justification for the direction chosen regarding the proposed Food Management System, e.g. development, COTS, enhancing SPIRIT, etc. and describe how he plans to integrate the chosen solution with SPIRIT and provide a seamless user interface.

13.2 It is strongly preferred that the proposed Food Management System has been operational in a production environment similar in size to Mississippi's WIC environment for a minimum of 1 year. The Vendor must describe in narrative form, the history of the product(s) being proposed, including the first site installation, the initial development platform, the target database and the development tools used. Vendor should also include details about any ongoing enhancements and upgrades currently in progress.

13.3 Vendor must provide a list of operational sites, including contact names and phone numbers, which are similar in size and scope to the system proposed for MSDH. As part of the evaluation process, MSDH may request a live site demonstration of the proposed system. One or more of the operational site references may be designated as a preferred demonstration site.

13.4 Vendor should provide information about any innovative approaches and/or solutions offered in the proposed Food Management System and identify overall and application-specific features and capabilities that differentiate this system from the competition.

14. Functional Requirements

The following requirements are enhancements to the base WIC SPIRIT solution that the

State of Mississippi has chosen to transfer. MSDH has obtained approval from USDA for the following modifications necessary to meet the needs of MSDH.

14.1 The Vendor should respond to these requirements using the Functional Requirements Traceability Matrix found in Exhibit H of this RFP. The Vendor must clearly classify each requirement into one of the following categories.

P = Part of current product
C = Custom enhancement
E = Enhancement through a third party
A = Alternate Solution
D = Currently being developed
N = Not Supported.

14.2 In cases where Vendor responds with "C", "E", "D", or "A", Vendor must indicate what additional costs, if any, will be incurred as well as the estimated time frame for completion. If "A" is indicated, Vendor must indicate how the alternate solution will meet the needs of MSDH.

14.3 System Maintenance – Food Management System

14.3.1 The new Food Management System must be modified to contain information regarding Mississippi's food distribution sites. The system will support updating the master list of distribution sites, adding and/or deleting sites, as needed. An identifying distribution site number will be assigned to each distribution site. An effective date for adding or deleting the site will be included in the record. (See Section VII, Item 14.14, Operations Management.)

14.3.2 Provide the ability to add and remove product categories.

14.3.3 Provide the ability to add and remove products within categories.

14.3.4 The Food Management System must provide the ability to maintain UPC Database for WIC Authorized Foods: Add, update and delete food UPC's and PLUs in the Food UPC/PLU data store; Retrieve food transaction data and Vendor prices for each UPC/PLU.

14.3.5 The Food Management System must accommodate the new WIC Food Packages, and revisions to the FNS 798-798A reports to meet the requirements outlined in the New Food Package rule, scheduled to be implemented in October 2009.

14.4 Interface Requirements (WIC Clinical System and PIMS)

14.4.1 System must provide data exchange between the WIC Clinical System and PIMS, using Orion Rhapsody.

14.4.2 Vendor must map demographic data elements from PIMS VSAM files to the new WIC Clinical System database tables.

14.4.3 Vendor must map appointment scheduling data elements from PIMS VSAM files to the new WIC Clinical System database tables.

14.4.4 System must provide the ability to push real-time updates of demographic data to the new WIC Clinical System, when demographic data is added or modified in PIMS.

14.4.5 System must provide the ability to push real-time updates of WIC appointment scheduling data to the new WIC Clinical System, when appointment scheduling data is added or modified in PIMS.

14.4.6 System must utilize the unique identifier created by PIMS (PIMS Id) to link participants in PIMS and the new WIC Clinical System.

14.5 Interface Requirements (WIC Clinical System and Food Management System)

14.5.1 The new Food Management System must be modified to contain information regarding Mississippi's food distribution sites.

14.5.2 The WIC Clinical System and the Food Management System must share a common table which houses all demographic data for WIC participants.

14.5.3 Upon issuance of the Food Instrument in the WIC Clinical System, the participant and Food Instrument data must be made available to the Food Management System.

14.5.4 WIC Clinical System must electronically provide data to the Food Management System when a participant's food instrument changes.

14.5.5 The Food Management System must store and immediately provide electronic food instrument redemption data to the WIC Clinical System.

14.5.6 The Food Management System must immediately provide electronic notification to the WIC Clinical System when a client dies, if a pregnancy was terminated, or if other significant changes occur.

14.5.7 Provide the ability for WIC Certifiers to view the current inventory, inclusive of formulas and special formulas, available at the Food Distribution sites and Central Warehouse.

14.5.8 The Food Management System must provide the ability for Food Distribution Center staff to view WIC appointments in the WIC Clinical System.

14.5.9 System must provide a unique identifier to link participants in the Food Management System and the new WIC Clinical System.

14.5.10 Send an electronic notification to the WIC Clinic System when a client's address is changed to an out-of-state address. This record must be flagged as an automatic termination with the ability to override the termination when the client shows proof that she physically lives in the state of Mississippi---but has an out of state mailing address (e.g. clients who live near the state line).

14.5.11 Verify food instruments presented for redemption against current valid food instruments as provided by the WIC Clinical System.

14.5.12 Provide food instrument redemption controls based upon issued food instrument categories and products as provided by the WIC Clinical System. For example, if the Certifier prescribes Enfamil, do not allow the distribution of Prosobee.

14.5.13 Reconciliation

14.5.13.1 Details regarding specific data to be passed back and forth between the two systems will be identified in the detailed design phase of the project. Information to be provided to the Food Management System following each food instrument issuance will include but not be limited to: issue site, serialized food instrument number, participant name, participant ID, food instrument ID, actual use date, infant formula type and amount, other tailored food items and amounts, and the issued status code.

14.5.13.2 The WIC Clinical System will be provided data regarding the redemption of food instruments at distribution sites from the Food Management System. The new Food Management System shall provide detailed information about each food instrument redemption transaction accessible by the new WIC Clinical System. This information includes but is not

limited to: serialized food instrument number, distribution site, use status and actual use date.

14.5.13.3 The new WIC Clinical must update the food instrument data with the current status of all food instruments issued, voided, or replaced and those redeemed at the distribution sites. The consolidated record of food instrument processing includes but is not limited to: issue site, create date, serialized food instrument number, distribution site, use status, and actual use date.

14.5.13.4 The new WIC Clinical System will produce end of month reports detailing the types of errors determined through this record accumulation process, i.e., food instrument reconciliation exception reports.

14.5.13.5 Immediately after the respective record(s) is saved to the database, the WIC Clinical System must electronically provide data to the Food Management System when a participant's food instrument has been

14.5.13.5.1 Issued

14.5.13.5.2 Voided

14.5.13.5.3 Modified

14.5.13.5.4 Lost

14.5.13.5.5 Stolen

14.5.13.6 The food instrument status codes used in the reconciliation process will be: issued, voided, void/replaced, redeemed, aged out (not redeemed, lost, and stolen). This information must be available to both the WIC Clinical System and the Food Management System.

14.5.14 Food Instrument Reconciliation Required Functionality

In the new WIC Clinical System, food instrument reconciliation is achieved through two primary processes.

- First, a required function of the new WIC Clinical System is to prevent issuing food instruments for WIC participants who do not have an active assigned food instrument for the current period.

- Second, a required function to match issued food instruments to redeemed food instruments. Reconciliation reports will be required as detailed below in Section VII, Item 14.11, *Food Instrument Reconciliation Outputs*.

14.5.14.1 Food instrument redemptions will be provided in electronic format from the Food Management System to the WIC Clinical System for reporting purposes.

14.5.14.2 Process food instruments issued to participants and reconcile food instrument redemptions to issuance information.

14.6 Appointment Scheduling

14.6.1 The WIC Clinical System must provide the ability to schedule nutrition education appointments at other locations other than the Clinics, such as distribution centers, hospitals, community rooms, etc.

14.6.2 For MSDH users, Vendor must modify the links (dialog box to schedule an appointment) in the new WIC Clinical System to access the PIMS appointment scheduler instead of the appointment scheduler within the WIC Spirit system. Appointment scheduling within the WIC Clinical System must be restricted to view only access for MSDH users. WIC appointments will be scheduled within PIMS.

14.6.3 The Vendor must provide full functionality of the WIC SPIRIT appointment scheduler for use by the Independent Providers. For Independent Providers only, the links to schedule appointments using the WIC Spirit appointment scheduler should remain.

14.7 Enrollment

14.7.1 On the Demographic tab, remove American Indian as the default Race.

14.7.2 System must provide the ability to record migrant status.

14.8 Nutrition Services

14.8.1 Disable data entry into the Immunization table on the Immunization tab for MSDH users and Independent Providers. The Immunization Status field should remain enabled. However, the Immunization Status field should be reset at every certification

so the Nurse or Clerk can enter an updated status retrieved from MIDSS.

14.8.2 On the Immunization tab, provide an icon as a direct link to the Immunization Registry via the new Mississippi Immunization and Disease Surveillance System (MIDSS). The PIMS ID should be used as the unique identifier to link participants in the WIC Clinical System and the Immunization Registry.

14.8.3 The System must provide the ability to record head circumference measurements for children < 2 years old.

14.8.4 System must provide growth chart that plots head circumference/age. Mississippi currently requires a head circumference measurement for all children < 2 years, and this measurement is directly related to an eligibility risk factor (head circumference for age <= 5th percentile).

14.8.5 System must provide multiple fields to capture the Userid(s) of Staff Member(s) completing the demographic, certification, and other processes.

14.8.6 System must provide the ability to print Nutritional Educational materials for distribution.

14.8.7 System must provide the ability to print all certification data for a participant. Mississippi is not in a position to go totally paperless because we provide integrated services. Other programs will need access to WIC certification data. For instance, Early Periodic Screening and Developmental Testing (EPSDT) will need to view the WIC growth charts for children.

14.8.8 System must pre-populate the SOAP notes as follows: **S** should remain blank; pre-populate **O** with anthropometric and biochemical data entered for the participant; pre-populate **A** with percentile channels for weight/age, height/age, weight/height or BMI, head circumference for children under 2, Iron status, and risk factors; pre-populate **P** with client-established goals, educational topics covered and follow-up.

14.8.9 System must include paper audits on demand for inventory transactions, participant transfers, dual participation, and dual redemptions.

14.9 Food Instrument Authorization

The requirements below describe required functionality in the WIC Clinical System.

14.9.1 Vendor must modify the WIC Clinical system to accommodate the new WIC Food Packages, and revisions to the FNS 798-798A reports to meet the requirements outlined in the New Food Package rule, scheduled to be implemented in October 2009.

14.9.2 When a Certifier assigns a subsequent Food Instrument (e.g. for food package changes), the subsequent Food Instrument must reflect the food products which have already been redeemed within that month to prevent dual redemption.

14.9.3 Special Formulas

14.9.3.1 The new WIC Clinical System will cause special formula authorizations to expire after a specific period of time based upon defined business rules (e.g., 1 – 6 months based upon the specific formula or other factors).

14.9.3.2 The new WIC Clinical System must limit the authorization of certain special formulas based on business rules to be defined by MSDH users.

14.9.3.3 The WIC Clinical System must provide a field to capture the reasons for assignment of special formulas.

14.9.3.4 The WIC Clinical System must provide the ability for Certifiers to electronically submit and/or edit special formula orders by client.

14.9.3.5 The WIC Clinical System must provide reporting of special formula inventory requirements based upon active food instrument authorizations containing special formulas.

14.9.3.6 The WIC Clinical System must provide the maximum amount of time a client can be prescribed special formula based on gestational age at birth and the date of request with the ability to override.

14.9.4 Breastfeeding Supplies

14.9.4.1 The WIC Clinical System must provide the ability for Breastfeeding Coordinators to electronically submit and/or edit orders for breastfeeding supplies by client.

14.9.5 The WIC Clinical System must provide fields for capturing the participant's selection of a food distribution site and record the reasons for "out of area" choices, e.g., visiting relatives in another county, special dietary needs, social needs, etc.

14.9.6 The WIC Clinical System must provide the ability to prevent or allow "exchanges" on a formula by formula basis on an FPA update.

14.9.7 The WIC Clinical System must prompt user for exceptions, e.g., "Must void current authorization prior to replacement".

14.9.8 The WIC Clinical System must provide fields to capture the following information for each Food Instrument: the assigning/issuing site, participant's name and ID number, date of assignment/issue, foods and quantities prescribed in the selected food instrument, first and last date of participant use, void date, and food instrument status.

14.9.9 The WIC Clinical System must provide the ability to print Food Instrument Authorizations in addition to the voucher checks.

14.9.10 Prior to printing the Food Instruments, the system must verify that the participant does not have any outstanding "active" food instruments and confirm that the food instrument valid end date is based on number of days in the month of issuance or to the end of the calendar month.

14.9.11 Reporting
The WIC Clinical System should provide the following:

14.9.11.1 Provide ability to produce adhoc reports of clinical and certification information.

14.9.11.2 Report on infants issued special formula by type and form. Include date of birth and the date the Food Instrument expires.
Purpose: Provide a report that lists infants who are issued special formula by type and form.
Frequency: Monthly
Distribution: State office, district level staff, and local clinic staff

14.9.11.3 Screen display or report of special formula/medical foods assigned
Purpose: Display or hardcopy report of special formula/medical foods assigned.
Frequency: On demand.

Distribution: Local clinic staff, state office staff, district level staff.

14.9.11.4 System must provide an Infants on Non-Standard (Special) Formula Report
Purpose: To provide a detailed and summary listing of all infants on non-standard formula, including the name of the formula, name of the participant, date of birth, diagnosis, clinic, distribution center, date of the request, number of units, WIC Certifier, gestational age if < 37 weeks.
Frequency: On demand
Distribution: Local clinic staff, state office staff, district level staff

14.9.11.5 Notice to Food Distribution Center of lost/stolen food instruments
Purpose: Notifies Food Distribution Centers of lost/stolen food instruments.
Frequency: On demand.
Distribution: Local clinic staff, state office staff, district level staff

14.9.11.6 Notice to Food Distribution Center of redeemed food instruments
Purpose: Allows Certifiers to verify whether participant is getting adequate nutrition.
Frequency: On demand.
Distribution: Local clinic staff, state office staff, district level staff

14.9.11.7 Food instrument register that lists the serial numbers of the food instruments issued.
Purpose: Notifies Food Distribution Centers of issued food instruments.
Frequency: On demand.
Distribution: Local clinic staff, state office staff, district level staff

14.9.11.8 Food Instrument
Purpose: Print current food instrument based upon participant's assigned Food Instrument
Frequency: On demand
Distribution: Local staff, state office staff, district level staff & participant

14.9.11.9 Food Instrument Inventory Status by Local Clinic
Purpose: This report would provide data on the food instrument serial numbers assigned to each local agency. It would also identify the status of each food instrument as un-issued, redeemed or void.
Frequency: On demand
Distribution: Local staff, state office staff, district level staff

14.9.11.10 Lost And Stolen Food Instruments By Local Clinic
Purpose: This report would provide a list of food instruments that are reported as lost or stolen.
Frequency: On demand
Distribution: Local staff, state office staff, district level staff

14.10 Food Product Distribution
The requirements below describe required functionality of the Food Management System.

14.10.1 Food Instrument Redemption
In the new Food Management System, food instrument redemption is achieved by distributing food product via agency distribution sites. First, appropriate food product is procured for distribution. Second, participants present their respective food instrument(s) at a distribution site for redemption. Pick-up is not allowed if the food instrument record is not valid. Also, pick-up will not be allowed for food products not valid for the presented food instrument(s).

14.10.1.1 General Requirements

14.10.1.1.1 Record/accept participant record.

14.10.1.1.2 Record/accept Food Instrument.

14.10.1.1.3 Record/accept benefit authorization period.

14.10.1.1.4 Record redemption information.

14.10.1.2 Must prevent dual redemption of food instruments.

14.10.1.3 Must allow entry of the participant ID and the entry/scan of food instrument barcode to retrieve food instrument record from the WIC Clinical System.

14.10.1.4 Must be capable of accommodating the Federal food package implementation rules which are scheduled to be implemented in Summer 2009. These food package rules can be found at http://www.fns.usda.gov/wic/benefitsandservices/foodpkg.HTM.

14.10.1.5 Indicate the reason a Food Instrument is invalid. Food instruments may be invalid for the following reasons: outside valid dates, voided, replaced, other.

14.10.1.6 Dual redemption verification will be made immediately within the Food Management System. Food instrument redemption should be crossed-checked against redemption data for all distribution sites to prevent dual participation.

14.10.1.7 Provide the ability to accommodate multiple "partial" pickups without being classified as dual participation.

14.10.1.8 Include controls to ensure the client receives only 1 food package for a 30 day Food Instrument, and 2 food packages for a 60 day Food Instrument.

14.10.1.9 When a person comes for a pick-up, display the other family members that also have valid food instruments available for pickup for that month using the Family ID or house-hold address.

14.10.1.10 When a Proxy does a pick-up, the system should display the other clients whose food package can be picked up by that Proxy.

14.10.1.11 When a participant redeems their food at a distribution site other than their assigned site, list the participant's reasons why (e.g., visiting relatives in another county, social needs, etc.).

14.10.1.12 Provide the ability to identify prescribed food items that were declined by the participant (must be printed on client's receipt).

14.10.1.13 Provide the ability to tag out-of-stock food items (must be printed on client's receipt).

14.10.1.14 Provide the ability to record the specific food(s) chosen by the client. In the event the scanner is unavailable, the

system must provide the ability to record food choices made by the client via drop down boxes (e.g. flavor of juice).

14.10.1.15 Entry (scan) of food product codes at time of food instrument redemption, food product receipt, and physical inventory process.

14.10.1.16 At redemption, adjust inventory counts appropriately as food selections are issued to the WIC client.

14.10.1.17 Provide the ability to scan food product items. Upon decision of the scanners to be used, MSDH will purchase scanners using a separate procurement.

14.10.1.18 Provide the ability to record redemption information (against food instrument issuance) at point of sale.

14.10.1.19 Provide the ability for Food Distribution Center staff to view and communicate all WIC appointments to clients.

14.10.1.20 Provide the ability for Food Distribution Center staff to update addresses and phone numbers for clients.

14.10.2 Food Product Orders

14.10.2.1 Provide the ability for the Food Distribution Site Managers to electronically submit food product orders to State Office Distribution Staff.

14.10.2.2 Provide the ability for State Office Distribution Staff to track and approve food product orders electronically submitted by Food Distribution Site Managers, including vendor delivery scheduling abilities/restrictions.

14.10.2.3 The Food Management System must provide the ability for State Office Distribution Staff to electronically submit food product orders to the food vendors.

14.10.2.4 Have the ability to track order status (when ordered, when shipped, when expected for delivery, when received) for orders placed with vendors and for transfers between Food Distribution sites.

14.10.2.5 Notify warehouse manager when ordering is required.

14.10.2.6 Provide warning of low inventory by product.

14.10.2.7 Provide the Certifiers and Food Distribution staff the ability to enter/edit product transfers from Central Warehouse Shipping and Receiving Center.

14.10.2.8 Provide the ability to track and fulfill backorders by site.

14.10.2.9 Accept commodity ordering threshold(s).

14.10.2.10 Accommodate entry of food product orders.

14.10.2.11 Automatically calculate inventory orders by comparing the average redemption for the last 3 months, adding an inflation factor percentage, then subtracting the stock on hand. The user must have the ability to change the inflation factor percentage per food product as needed.

14.10.2.12 Accommodate the potential to electronically send inventory orders, including special formulas to the supplying food vendors and the WIC Central Shipping and Receiving Center.

14.10.2.13 Allow electronic submission of vendor invoice for approval/payment after it is reconciled to the delivery.

14.10.2.14 Vendor must create a standard format, approved by MSDH, to be used for:

- The electronic receipt of Food Product and Special Formula invoices from Vendor
- The submission of Food Product and Special Formula orders to Vendor

14.10.2.15 Special Formula and Breast Feeding

14.10.2.15.1 Provide the ability for State Office Nutrition Staff to track, edit, and approve special formula orders submitted by Certifiers electronically, including vendor delivery scheduling abilities/restrictions.

14.10.2.15.2 When certain special formulas are approved, the WIC Clinical System must automatically generate a transfer request

to the Food Management System to notify Central Warehouse to ship formula to Food Distribution site. The clerks at Central Warehouse Shipping and Receiving Center must have the ability to update the transfer request form online to include additional order information such as shipping information, freight carrier, etc.

14.10.2.15.3 Provide the ability for State Office Nutrition Staff to track, edit, and approve orders for breastfeeding supplies submitted by Breastfeeding Coordinators electronically, including vendor delivery scheduling abilities/restrictions.

14.10.2.15.4 When an order for breastfeeding supplies is approved, the system must electronically generate a transfer request to notify Central Warehouse to ship breastfeeding supplies to the WIC Clinic. The clerks at Central Warehouse Shipping and Receiving Center must have the ability to update the transfer request form online to include additional order information such as shipping information, freight carrier, etc.

14.10.3 Food Product Reconciliation

In the new Food Management System, food product reconciliation is affected by 4 inherent activities that drive an electronic perpetual inventory. The reconciliation process will utilize a physical inventory to account against the electronic perpetual inventory.

- First, food product deliveries are received at the sites from vendor(s) accompanied by respective invoice(s).
- Second, food product is distributed to participants through food instrument redemption(s).
- Third, food products are transferred from site to site as need arises.

- Fourth, food product inventories experience reasonable shrink and waste.

14.10.3.1 Provide inventory reconciliation processing against physical inventory.

14.10.3.2 Forecast inventory levels based on redemption history.

14.10.3.3 Exchanges

14.10.3.3.1	Provide the ability to exchange food products for clients. Inventory counts should reflect exchanges (e.g. items returned should be added back into the system).
14.10.3.3.2	When food product exchanges are not redeemed, this should not be flagged as Failed to Participate. (e.g., the replacement food product was not available upon subsequent visit to exchange and the participant did not come back or the participant just doesn't return to pick up)

14.10.3.4 Food items on receipt should reconcile to food items on the food instrument.

14.10.3.5 Perpetual Inventory
System should provide perpetual inventory functionality, including but not limited to:

14.10.3.5.1	Support first-in-first-out inventory control.
14.10.3.5.2	Support the recording of food instrument redemptions and respective perpetual inventory tracking.
14.10.3.5.3	Provide for entry of returns and credits.
14.10.3.5.4	When viewing inventory, products that are flagged as "pending

credits" should not be displayed or shown as available products.

14.10.3.5.5 Provide for entry of food product shrink and waste and respective perpetual inventory tracking, tracking returns and credits for products that cannot be distributed (e.g. damaged, expired, etc).

14.10.3.5.6 Provide the ability to enter and track damaged/out-dated products housed at the Central Warehouse Shipping and Receiving Center such as special formula and office supplies that need to be picked up from a food distribution site and returned to Central Warehouse Shipping and Receiving Center. The Food Management System should capture site's physical address, number of boxes, clerk's signature and date, date received at shipping and receiving and received by signature.

14.10.3.5.7 Track products used for demos (available WIC foods displayed at Food Distribution Sites), including products used, location of demo, and person picking up demo when being used for external presentations.

14.10.3.5.8 Track "shelf life" via bar code scanning.

14.10.3.6 Physical Inventory Session
The Food Management System must provide the following physical inventory functionality per individual food distribution site.

14.10.3.6.1 The Food Management System must provide the ability to record results from Physical Inventory counts specifying total number of

		cases and total number of units on hand.
	14.10.3.6.2	The system must compute total units, based on cases/units from physical inventory count. (Calculating number of items per case will eliminate the need for staff to figure these totals with a calculator, reducing the number of math errors through human error.)
	14.10.3.6.3	Following physical inventory process, system must be able to display a comparison of system-managed perpetual inventory counts with physical count, list number of units over/short on items and show monetary value of each item over/short as well as a total over/short amount for complete inventory.
	14.10.3.6.4	All information must be visible on screen so that staff can immediately see over/short items.
	14.10.3.6.5	Ability to recheck product counts and adjust figures for error corrections before count is finalized.
14.10.3.7	Transfers	
	14.10.3.7.1	Provide the ability to transfer products from site to site. The system should capture the transferring site, receiving site, user submitting transfer, transfer date, shipper, filled date, product code, product quantity, product description, transfer status, quantity received, notes, user who sent the product, and user who received the product.

14.10.3.7.2 Provide the ability to submit and edit transfer requests for supplies and standard special formulas to Central Warehouse Shipping and Receiving Center for orders submitted by Food Distribution Staff.

14.10.3.7.3 Provide the ability to track and ship supplies (serialized and non-serialized) from Central Warehouse Shipping and Receiving Center to Food Distribution sites.

14.10.3.8 Bid Tracking

MSDH must collect competitive bid information from food vendors to assist in the comparison and award of contracts.

14.10.3.8.1 Provide the ability to enter food product costs by product and vendor associated with a food bid.

14.10.3.8.2 When multiple bids are received within a bid cycle, provide the ability to report on variances in cost by food product.

14.10.3.8.3 Provide the ability to compare the winning bid to the previous winning bid and report on variances in cost by food product.

14.10.3.9 Receipt of Inventory

14.10.3.9.1 Provide the ability to enter and maintain a current list of products, including the associated vendor, vendor's product code, scannable item code (UPC),unit of measure, size, site, quantity on hand, cost, price (retail), description, brand, lot code, USDA item, USDA certified, Food Instrument category code, out-of-date date, and other.

14.10.3.9.2	Record food commodity shipment receipt.
14.10.3.9.3	Credit commodity inventory for shipment receipt.
14.10.3.9.4	Debit commodity inventory for redemptions.
14.10.3.9.5	Allow for the input of food products delivered and received into inventory.
14.10.3.9.6	Entry of vendor deliveries and respective invoice(s).
14.10.3.9.7	Provide the ability to record spoilage (e.g. expired milk).
14.10.3.9.8	Provide the ability to record supplier credit for spoilage.
14.10.3.9.9	Provide the ability to record damaged goods.
14.10.3.9.10	Provide the ability to record replacements for damaged inventory.

14.10.3.10 Vendor Management

14.10.3.10.1	The Food Management System must provide the ability to maintain Vendor Application Data. Input vendor characteristics data from vendor applications for new and currently authorized vendors.
14.10.3.10.2	The Food Management System must provide the ability to maintain authorized vendor data. Allow for input for vendor identification number for newly authorized vendors, update Vendor Authorization Status to authorized, and update Vendor Authorization

Start Date and Vendor
Authorization Expiration Date.

14.10.4 Food Instrument Redemption & Food Product Reconciliation Outputs
The Food Management System must produce the following reports and screen displays.

14.10.4.1 Provide ability to produce adhoc reports of inventory for ordering purposes.

14.10.4.2 Provide product participation reports.

14.10.4.3 Prepare food distribution reports.

14.10.4.4 Allow ad hoc reporting and analysis of food product distribution, inventory levels, inventory value, lot, expiration dates, redemption value, and other.

14.10.4.5 Provide daily on-hand inventory counts at the end of the day for each distribution site.

14.10.4.6 Report on commodity inventory adjustments (overstocks, under stocks, unit price, and value adjustment) by warehouse.

14.10.4.7 Redemption Receipt
Purpose: Provide participant a record of the Food Instrument redemption along with a retail value. Items declined or out-of-stock items should be printed on receipt as “declined” or “out-of-stock”. Recertification appointments should also be printed on receipt.
Frequency: Upon completion of food instrument redemption transaction
Distribution: Participant

14.10.4.8 Food product delivery confirmation receipt
Purpose: Provide physical record of the delivery
Frequency: Upon completion of delivery transaction
Distribution: Vendor

14.10.4.9 Inventory reconciliation report
Purpose: Provide record of the inventory reconciliation
Frequency: Upon completion of physical inventory and reconciliation process

Distribution: Local staff, state office staff, district level staff

14.10.4.10 Inventory reporting
Purpose: Provide food product inventory information regarding out-of-dates, value, purchasing history/trends, waste, shrink, and other required analysis
Frequency: On demand
Distribution: Local staff, state office staff, district level staff

14.10.4.11 On-hand Stock Report
Purpose: Provide a record of on-hand inventory counts for all products ("In Stock"), number of units on order for each product ("On Order"), "Non-usable Products", and products that are "Available for Distribution" (in stock minus non-usable products). Non-usable products should include pending credits, damaged products, outdated products, etc…).
Frequency: On demand
Distribution: Local staff, state office staff, district level staff

14.10.4.12 Inventory Status Report
Purpose: Report on the number of physical count sessions per month (site id, site name, date of session, type, status).
Distribution: Local staff, state office staff, district level staff

14.10.4.13 Value of Physical Inventory Report
Purpose: Report on the value (unit price x total units) of items in stock (physical count) by warehouse.
Distribution: Local staff, state office staff, district level staff

14.10.4.14 Inventory Activity for the State
Purpose: Report on the summary of all activity for the State (product code, items received, items distributed, items demonstrated, items exchanged in, exchanged out, transfers in, transfers out, damage no credit, physical total, unit price, value)
Distribution: State office staff

14.10.4.15 Food product order and approval
Purpose: Provide physical copy of food product orders

and their respective approvals
Frequency: Upon completion of entering and/or approving orders
Distribution: Local staff, state office staff, district level staff

14.10.4.16 Vendor invoice
Purpose: Provide physical copy of reconciled vendor invoice
Frequency: Upon completion of reconciling vendor invoice when delivery is received
Distribution: Local staff, state office staff, district level staff & vendor

14.10.4.17 Food product transfer documentation
Purpose: Print documentation for food product transfers. Must include staff/site ID transferring, staff/site ID receiving, date transferred, date shipped, date received in distribution center, and expiration dates of food items.
Frequency: Upon completion of entering a transfer out
Distribution: Transferring site with second copy to accompany transferred food product to receiving site, local staff, state office staff, district level staff

14.10.4.18 Food product transfer report
Purpose: Printed report of food product transfers by site, district, and state. Must include staff/site ID transferring, staff/site ID receiving, date transferred, date shipped, date received in distribution center, and expiration dates of food items.
Frequency: on demand
Distribution: local staff, state office staff, district level staff

14.10.4.19 Distribution value
Purpose: Reflect the dollar value of distributed food product (price – cost)
Frequency: On demand
Distribution: Local clinic staff, state office staff, district level staff

14.10.4.20 Multi-site data information
Purpose: Report/display inventory information from multiple sites
Frequency: On demand

Distribution: Local staff, state office staff, district level staff

14.10.4.21 Total Food Distributed Report
Purpose: Report the quantity of products distributed by product code/product description per distribution center.
Frequency: On demand
Distribution: Local staff, state office staff, district level staff

14.10.4.22 Distribution Report
Purpose: Report the quantity of items distributed, items demonstrated, total units, unit price, and value (unit price * total units).
Frequency: On Demand
Distribution: State office staff, district level staff

14.10.4.23 Formula Distribution Report
Purpose: Report on the summary of all formula distributed for the State (product code, product name, number of items distributed, unit price, value)

14.10.4.24 Returns and Credit Report
Purpose: Report on the items returned, items credited, the cost per unit, the total cost per product, and grand total for the entire state.
Frequency: On Demand
Distribution: Local staff, state office staff, district level staff

14.10.4.25 Drop Report
Purpose: Report on the items dropped from inventory due to damage, spoilage, or demos, the cost per unit, the total cost per product, and value (unit price x total units) by site, by district, and by state.
Frequency: On Demand
Distribution: Local staff, state office staff, district level staff

14.10.4.26 Client Food Package Report
Purpose: Provide a report to display active clients, their assigned food package and food package products.
Frequency: Daily
Distribution: Local staff, state office staff, district level staff

14.10.4.27 Product Usage Report

Purpose: Provide a report to reflect the number of units used within a given month by product. The report should include counts from the previous month's final physical inventory count, the number of items "received in" for the current month, the total products for the current month (previous month's final inventory count plus the number of items received in for the current month) and the counts from the current month's final physical inventory count. The "Units Used" column should be calculated by subtracting the counts from the "current month's final physical inventory count" from the "total products for the current month".
Frequency: Monthly
Distribution: Local staff, state office staff, district level staff

14.10.4.28 Fail to Pick-up Report/Letters

Purpose: Provide a report to display a list of all clients who have not picked up their food package for a selected month. Provide the ability to generate and print individual Fail to Pickup letters for each client. Also provide the ability to generate the report based on certification category and by group related household members.
Frequency: Monthly and On Demand
Distribution: Local staff, state office staff, district level staff

14.10.4.29 Closing Facility Letters/Notifications

Purpose: In the event a distribution center has to close on a certain day, provide the ability to print letters to clients scheduled for pick-up on that day to inform them of the closing.
Frequency: On Demand
Distribution: Clients

14.10.4.30 Bid tracking

Purpose: Report information concerning bids
Frequency: On demand
Distribution: Staff

14.10.4.31 Screen display, report and electronic file for UPC/PLU food list, which displays the UPC/PLU, and description for each food category/subcategory

Purpose: This report would list and describe all foods

with their UPCs that are authorized for issuance according to the standard category/subcategories. The system should have the ability to provide a hard copy and electronic file.
Frequency: On demand
Distribution: Local staff, state office staff, district level staff

14.10.4.32 Estimated Food Instrument and Maximum Values
Purpose: This report would provide data on the estimated value for each food instrument type and the maximum value for that food instrument.
Frequency: On demand
Distribution: Local staff, state office staff, district level staff

14.10.4.33 Estimated Redemption Value for Food Instruments Issued
Purpose: This report would list by month of issue, all food instruments issued and their estimated redemption value. The system should array the data by local agency and total for the State agency.
Frequency: On demand
Distribution: Local staff, state office staff, district level staff

14.10.4.34 Infant Formula Redemptions
Purpose: This report totals the amount and value of all redeemed infant formula food instruments by type and form.
Frequency: On demand
Distribution: Local staff, state office staff, district level staff

14.10.4.35 Summary Food Instrument Redemptions by Vendor
Purpose: This report provides the value of food instrument redemption broken out by vendor.
Frequency: On demand
Distribution: Local staff, state office staff, district level staff

14.10.4.36 Screen display or report of vendor applications
Purpose: Display or hardcopy report of all vendors who submit applications
Frequency: On demand
Distribution: State office staff

14.10.4.37 Screen display or report on vendor authorizations actions scheduled and completed
Purpose: Display or hardcopy report of vendor authorizations actions scheduled and completed.
Frequency: On demand
Distribution: State office staff

14.10.4.38 List of authorized vendors by identification number
Purpose: Display or hardcopy report of authorized vendors by identification number.
Frequency: On demand
Distribution: State office staff

14.10.4.39 Mailing Labels for Vendors
Purpose: Produce mailing labels for correspondences to vendors.
Frequency: On demand
Distribution: State office staff

14.10.4.40 The Food Management System must provide the ability to produce correspondence (pre-defined templates) to Vendors. Allow for input for selection of authorized vendors to receive information or correspondence and retrieve name and address.

14.10.4.41 The new WIC Clinical and Food Management System must be capable of creating a State-level WIC participation/enrollment report by site by category.

14.11 Food Instrument Reconciliation Outputs
The WIC Clinical System and Food Management System must produce the following reports and screen displays.

14.11.1 Screen Display of food instruments to be voided with the ability to confirm.
Purpose: Help user confirm that the correct food instruments are being voided.
Frequency: On demand
Distribution: Local clinic staff, state office staff (or agency staff), district level staff

14.11.2 File of food instruments voided and/or replaced
Purpose: Inform state office staff of food instruments that have been voided and should not be accepted for food distribution authorization.
Frequency: Daily, monthly, quarterly
Distribution: State office staff, district level staff

14.11.3 Screen Display and printed report of food instrument reconciliation
Purpose: Informs MSDH WIC Program staff of the results of the reconciliation process for each food instrument issued, i.e., Issued/used, issued/ not used, duplicate, issued/replaced, voided/used, aged out.
Frequency: On demand. Monthly.
Distribution: State WIC staff, district level staff

14.11.4 Screen Display or printed food instrument history
Purpose: Enable MSDH WIC Program staff to access the history of processing for a specific food instrument in order to follow up on any processing problems
Frequency: On demand
Distribution: Local clinic staff, state office staff, district level staff

14.11.5 Used but non-issued or voided food instrument report
Purpose: Identifies food instruments that have been processed but for which no issuance (or a voided issuance) has been recorded.
Frequency: Daily
Distribution: Local clinic staff, state office staff, district level staff

14.12 Financial Management

14.12.1 Create an interface with the Mississippi Statewide Automated Accounting System (SAAS) to allow MSDH to add/update financial information in the WIC Clinical System.

14.13 Caseload Management Outputs
The information required to produce these reports comes from both the WIC Clinical System and the Food Management System.

14.13.1 "Distributions within 30 Days of Certification" Report
Purpose: Lists all participants who picked up their food package within 30 days of certification. The report should display the clinic id, clinic name, participant's name, address, phone number, SSN, category (pregnant, postpartum, breasting feeding, other), certification date, due date, actual date of delivery, distribution date, and food package code. The report should include a total for each category. The report should be sorted and printed by Clinic.
Frequency: Monthly
Distribution: Local staff, state office staff, district level staff

14.13.2 "Last Distribution Date for Total Enrollment" Report
Purpose: Lists everyone enrolled with their last distribution date. The report should display the clinic id, clinic name, participant's name, address, phone number, SSN, category (pregnant, postpartum,

breasting feeding, other), certification date, due date, actual date of delivery, and food package code. The report should include a total for each category. The report should be sorted and printed by Clinic. Also allow the ability to sort by certification date and distribution date.
Frequency: Monthly
Distribution: Local staff, state office staff, district level staff

14.14 Operations Management

14.14.1 Populate the Food Management System database (initial load and ongoing) with food products, inventory, and distributions.

14.14.2 Report on Local Agency Activity. The report should include totals for each local agency and subtotals for clinics: Food Instruments issued, Food Instruments used, Food Instruments voided, number of new enrollees, number of certifications and re-certifications, number of participants terminated, number of education contacts/services provided. Each month report the current month, the YTD total, and monthly average. Provide for totals of the activity data at the clinic, agency, district, and state administrative units.

14.14.3 Track and report on Food Distributions by Clients within 30 days of certification.

14.14.4 Track and report on total enrollment and last pickup date by clinic.

14.14.5 Maintain inventory of serialized items. (1)Input serial numbers when shipments are received by State agency. (2)Input serial numbers or equipment identification numbers for items sent to a local agency. (3)Input local agency code for the local agency receiving the shipment. (4)Calculate number of day's stock and anticipated replenishment date. (5)Update table.

14.14.6 Maintain inventory of non serialized Items. (1)Input number of items when shipments are received by State agency. (2)Input number of items for items sent to a local agency. (3)Input local agency code for the local agency receiving the shipment. (4)Update table.

14.14.7 Provide automatic job scheduling capabilities to define (add), modify, disable, and delete scheduled reports or utility programs.

14.14.8 Operations Management Outputs
Vendors should provide requested reports as standard/canned reports.

14.14.8.1 Display screen or report of serialized item stock inventory status

Purpose: Display or hardcopy report of serialized item stock inventory status
Frequency: On demand, Monthly
Distribution: Local clinic staff, state office staff, district level staff

14.14.8.2 Display screen or report of non-serialized item stock inventory status
Purpose: Display or hardcopy report of non-serialized item stock inventory status
Frequency: On demand, Monthly
Distribution: Local clinic staff, state office staff, district level staff

14.14.8.3 Screen display or report of participants shopping outside their neighborhoods
Purpose: Display or hardcopy report of participants shopping outside their neighborhoods
Frequency: On demand, Monthly
Distribution: Local clinic staff, state office staff, district level staff

14.14.8.4 Report of non-serialized item stock inventory status
Purpose: Provide status of non-serialized items in storage and shipped to local agencies.
Frequency: Monthly
Distribution: Local clinic staff, state office staff, district level staff

14.14.8.5 Report of participants shopping outside their neighborhoods
Purpose: List of participants that are shopping at vendors outside the normal geographic boundary of their addresses.
Frequency: Monthly
Distribution: Local clinic staff, state office staff, district level staff

15. Technical System Requirements

15.1 The proposed new system:

15.1.1 Must operate in a Web-based, on-line, real-time environment that meets State system security and availability standards and MSDH-specific system security and availability standards as defined herein;

15.1.2 Must be comprised of independent, integrated modules; and

15.1.3 Must be table-driven.

15.2 The client must be browser-based. The Internet browser to be incorporated into the client should be Microsoft Explorer 6, Service Pack 1.

15.3 Any functions requiring e-mail (e.g. alerts) must be compatible with SMTP.

15.4 Vendor must specify which, if any, document management systems are capable of integrating with the proposed solution.

15.5 All development will be performed in MSDH's development environment with the MSDH staff assuming responsibility for migrating the software from the development environment into the test and production environments.

15.6 **ITS** staff will be responsible for creating the required technical environments (installing the operating systems & databases, keeping system software current with upgrades and patches, providing redundancy and failover, etc.) for the development effort based on the criteria provided by MSDH and the Vendor.

15.7 MSDH staff will be responsible for maintaining the technical environments, e.g. designing, modifying and loading databases, updating the application, loading test data, refreshing as needed, etc.

15.8 Vendor must provide detail describing how updated program code is distributed from a technical perspective in the production environment. Vendor must specifically address whether equipment, tools or special accommodations must be made at clinics and warehouses for SPIRIT to run efficiently/effectively.

15.9 The Vendor must provide automatic job scheduling capabilities to define (add), modify, disable, and delete scheduled reports or utility programs. If the system requires a separate software application/tool to provide this capability, this should be listed in the Section VIII, *Cost Proposal Submission.*

15.10 Vendor should provide a narrative description of the proposed system architecture/infrastructure/framework including identifying development tools, configuration management tools, automated testing tools, design tools and requirements tracking tools required to provide a full understanding of the architecture of the system. In addition, Vendor should provide a pictorial diagram of the proposed system infrastructure using Word or Visio.

15.11 The Vendor must discuss their ability to operate in a virtual environment and the software required to establish this environment.

15.12 The Vendor should be aware that all patient data is confidential in nature and must be secured as a result of HIPAA and other confidentiality requirements.

The Vendor must propose how they plan to ensure that this sensitive data is rendered unidentifiable during the testing and training processes.

16. Database Requirements

This section applies to ground-up development for the Food Management System. Items 16.3, 16.4, 16.11, 16.12, 16.13, 16.14, 16.15, 16.16, 16.17, 16,18, 16.21, and 16.22.4 also apply to the new WIC Clinical System**.**

16.1 DB2 and SQL are acceptable for the proposed WIC Clinical System database. Microsoft Access designs will not be accepted.

16.2 MSDH prefers that the Vendor upgrade the database from SQLServer 2000 to SQLServer 2005 and upgrade the .NET environment from VB.NET 1.1 to VB.NET 2.0 prior to implementation.

16.3 Database designs are required to be based on:

16.3.1 The latest release of the IBM DB2 Relational Database Management Systems (RDBMS). On z/OS, DB2 v8 is the current version but the Data Center is in the process of moving to v9; on all other operating systems, DB2 v9.5 with latest patches is required; or,

16.3.2 The Microsoft SQL Server 2005 with Service Pack 2 or higher revisions; or,

16.4 Vendor must modify existing database field lengths to meet Mississippi's specifications.

16.5 Vendor must comply with the MSDH Standard Database Design Lifecycle, Exhibit B that includes the Test, QA, and Production environments and migration paths.

16.6 Central Office database(s) will reside in a central server instance of the RDBMS that is physically located in the State Data Center.

16.7 The RDBMS must be capable of residing on and taking full advantage of Microsoft Windows 2003 or higher revision, Sun Microsystems Solaris 2.10 or higher revision, and latest IBM server operating systems.

16.8 RDBMS Design

16.8.1 The RDBMS cannot be used just as a repository of flat tables, reference tables, or control table structures that simply support intermediate layers or metalayers of business-rules or application logic.

16.8.2 The database RDBMS design is required to be truly relational and take full advantage of all available RDBMS objects and features, such as partitioned tables, partitioned indexes, stored procedures, packages, package bodies, triggers, sequences, functions, and XML database structures.

16.8.3 The RDBMS design and structures cannot use any reserved system resources, such as the SYSTEM tablespace. This includes the use of the SYSTEM tablespace for temporary purposes, such as TEMP tablespaces or Global Temporary Tables, and dynamic temporary structures. The RDBMS structures must use resources specific to its design.

16.8.4 The RDBMS design and structures cannot use any internally-reserved keyword names for any object, such as tables, columns, indexes, and primary key constraints. The RDBMS structures must use naming conventions specific to its design.

16.8.5 The RDBMS design is required to be normalized to third-normal form.

16.8.6 The RDBMS design must support meaningful data extraction and reporting operations, such as Crystal Reports software (v.10 or higher) using standard Structured Query Language (SQL) statements.

16.8.7 The RDBMS design will use the standard RDBMS relational features, such as primary keys, referential integrity constraints (foreign keys), and unique keys, to enforce and maintain transactional data integrity.

16.8.8 The Vendor RDBMS design will conform to generally acceptable RDBMS coding standards to ensure consistency throughout the design. This will apply to all RDBMS object characteristics and relationships, such as columns and variables having meaningful names and primary and foreign keys having the same names across tables, etc.

16.9 All RDBMS and associated Data Definition Language (DDL), Entity Relationship Diagrams (ERD), Data Dictionaries, and Data Models will be developed with Entity Relationship for Windows (ERWin by Computer Associates, Inc.) or the latest revision of Microsoft Visio. If ERWin is utilized, the version being proposed must be completely compatible with ERWin 4.1.2771, which is the MSDH standard.

16.10 Vendor must submit as part of his proposal thoroughly documented preliminary Data Definition Language (DDL), Entity Relationship Diagrams

(ERD), Data Dictionaries, and Data Models for technical review by the State's evaluation team. These should be provided as electronic copies and included on the CD with other Vendor produced samples requested.

16.11 Automatic or dynamic RDBMS development, changes, or modifications by machine-generated or software-generated code will not be allowed. Every addition, modification, or change to the RDBMS or any database object will be modeled using MSDH-approved modeling tools and is required to graduate through revision and configuration management control and be thoroughly documented and approved before implementation.

16.12 Vendor must use an integrated database design toolset that includes source code control management, configuration management, and a web-based bug tracking/resolution system that is accessible by MSDH personnel.

16.13 All database administration functions will be administered and executed by the MSDH Database Administrators.

16.14 Vendor will participate in onsite design review meetings every two weeks.

16.15 The WIC Clinical and Food Management Systems and respective databases must be able to support an existing caseload (active participants) of approximately 114,000 and future caseloads of up to 150,000 participants. The systems must also accommodate eligible but not participating participants (up to an additional 25% of caseload).

16.16 The active RDBMS transactional tables will contain 3 years of current data (i.e. the current and previous 2 years). All prior years of data are required to be stored in separate historical tables or temporally-partitioned tables located within the RDBMS. This is required to accommodate efficient database administration of large data sets. These historical tables will be transparently accessible by the client application for historical purposes, such as reporting and investigations. Legacy systems conversions, migrations, and loading into the new RDBMS are required to meet these criteria.

16.17 Large portions of data and indexes will be stored in separate tablespaces or partitioned table and partitioned indexes. Current transactional data (the current and previous 2 years) and the historical data (prior years) and all indexes will be contained within their own separate tablespaces or partitioned tables and partitioned indexes.

16.18 Database User Accounts - Accounts for each individual database user.

16.18.1 Every individual who connects to the database will have their own account that will be auditable.

16.18.2 Individual users will not be allowed to share accounts or use any generic account. These accounts will have only the CONNECT role privileges that includes select, insert, update, and delete of data rows. Other privileges or functions, such as truncate table, will be granted on an as-needed basis.

16.18.3 User accounts will not be allowed to have database administrator (DBA) roles or ADMIN, SA, SYSTEM, SYS, SYSDBA, or SYSOPER system privileges grants in any MSDH database environment.

16.19 RDBMS-Owner Accounts - Accounts under which the database RDBMS is built or created.

16.19.1 RDBMS-owner accounts will not be allowed to have database administrator (DBA) roles or ADMIN, SA, SYSTEM, SYS, SYSDBA, or SYSOPER system privileges. They may have the RESOURCE, IMP_FULL_DATABASE, and EXP_FULL_DATABASE roles only in TEST.

16.19.2 Owner accounts may have only the IMP_FULL_DATABASE role in the QA testing and PROD production environments.

16.19.3 For Microsoft SQL Server 2000, the database owner user can have Database Owner (DBO) privileges but not System Administrator (SA) privileges.

16.20 Other Accounts

16.20.1 Persistent-database-connection accounts, such as those for web services or connection pooling purposes, will be granted only the CONNECT role.

16.20.2 Persistent-database-connection accounts will not be allowed to have database administrator (DBA) roles or ADMIN, SA, SYSTEM, SYS, SYSDBA, or SYSOPER system privileges grants in any MSDH database environment.

16.21 Password Management

The following policies apply to passwords used on Office of Health Informatics (OHI) platforms.

16.21.1 Each user must have his or her unique Userid and password; generic userid/passwords will not be allowed.

16.21.2 All passwords are required to be encrypted

16.21.3 The Vendor must fully integrate the application logins with the MSDH Active Directory/LDAP. Users will use the authentication services of the MSDH Active Directory to access the system. User-ID format will conform to the MSDH Active Directory format, which is firstname.lastname.

16.21.4 The Vendor must modify the length of the application Userid to match the length of the Active Directory Userid limit.

16.21.5 System must provide the ability to store and track historical demographic data in the new WIC Clinical System.

17. Security Administration Requirements

The proposed system must permit MSDH Security Administrator(s) to perform the following security configuration functions including but not limited to:

17.1 Specify privileges, access and capability for each user;

17.2 Create roles/groups to define each user's data access based on job function in order to restrict user access at all system levels;

17.3 Associate a set of functions to a group and to a user (i.e., the system must be flexible enough to go the lowest level of defining a user's access);

17.4 Provide security and access controls that do not depend on 'hard-coded' program logic;

17.5 Perform all necessary tasks to manage users and security from within the application itself without the use of native database administration utilities; and

17.6 Present the user with only the menu options/features to which he or she has the security rights/privileges to access (i.e., the user must not see any menu items they do not have the authorization to access, even if they are "grayed out"); and

17.7 Provide configuration management and administer system userids and passwords.

18. System Administration Requirements

The proposed system must permit MSDH users with System Administrator role/groups to perform the following functions, including but not limited to:

18.1 Maintain code validation tables;

18.2 Provide ability to change table values;

18.3 Mark codes as active and inactive to avoid loss of historical codes;

18.4 Add fields and set up templates as needed to cover program specific needs without additional development or involvement of the Vendor;

18.5 Specify parameters for configuring the installation of the system;

18.6 Administer automatic job scheduling capabilities to define (add), modify, disable, and delete scheduled reports or utility programs;

18.7 Produce an audit trail report that records/monitors access to the following, at a minimum: application(s), database, password management, program documentation and system configuration.

19. Performance Requirements

MSDH requires specific assurances that the proposed system will meet performance standards. Listed below are MSDH's desired performance standards assuming that the State's hosting environment and the MSDH network are functioning correctly. Vendor must agree to these performance standards or propose alternate standards that will be evaluated to determine acceptability in meeting this requirement.

19.1 The system must perform successfully in accordance with the RFP functional requirements, at the judgment of MSDH.

19.2 The system must perform successfully in accordance with all manufacturer's and Vendor's technical and user specifications.

19.3 The Vendor must perform load testing in accordance with the usage pattern identified in Section VII, Items 16.16, 16.17 and 16.18. This load/stress testing must occur prior to pilot test and allowing sufficient time to correct potential problems without negatively impacting the rollout schedule. Test results, including analysis of the results of the load testing and proposed issue resolution strategy must be delivered to MSDH within 5 days of test completion.

19.4 Response Time
Response time is defined as the time elapsed after depressing <enter> or a function key until the response is received back on that same screen. Response times should provide smooth screen scrolling and screen updates on local network attached desktops. Transaction response time should not exceed these preferred maximum response times during peak hours of 7:00 a.m. to 6:00 p.m. Central Time, Monday through Friday. Response time measured during peak hours must be three seconds or less for 80% of the transactions submitted. These times do not include the load time of any client

software to start the application and connect to the database. The Vendor must provide a means of documenting these response times. Average response times for workstations connected to the network are as follows:

Display of Forms	2 seconds
Information Transfer to and display at a remote workstation	2 seconds
Select and display information for a remote workstation	2 seconds
Display of associated information	2 seconds
Display of drop down field information	1 second
Committing information to the appropriate databases	3 seconds
Information status changes and displays	2 seconds
Database searches (with indexed data)	2 seconds
Database inquiries (with indexed data)	10 seconds

20. Data Conversion/Data Migration Requirements

20.1 Based on the usability and validity of the data as determined solely by the State, all relevant WIC data in the current WIC Clinical System and Food Management System will be converted to the new WIC solution to prevent having to re-enter all data.

20.2 MSDH will be responsible for the manual analysis of data from the existing system prior to using that data for the new system.

20.3 MSDH will be responsible for the quality and integrity of the existing system data to be used in the conversion process. MSDH will be solely responsible for sanitizing the existing data.

20.4 As a project deliverable, Vendor must produce a Conversion/Migration Plan that details the design, development and test procedures for all electronic conversion programs and scripts required to transfer data from the current systems to the new system. The plan must include tasks to convert all electronic and manual data. It must address methodology, timing and handling of exception conditions and validation techniques and be approved by the MSDH.

20.5 The Vendor is responsible for mapping all legacy data elements from the Certification and Food Management System to the new WIC Clinical and Food Management System.

20.6 The Vendor must design, develop and implement any automation to be used in the conversion process.

20.7 It will be the Vendor's responsibility to complete the successful conversion of the existing data prior to QA/Acceptance testing. The successful conversion/migration of data should be identified as a milestone task on the Project Schedule/timeline.

20.8 The Vendor must provide a means to populate any new data elements into the new system in as automated a fashion as possible. MSDH will be responsible for manually populating any new required system data elements that do not exist in the current MSDH system.

20.9 The Vendor must provide as a component of data conversion, a data entry mechanism to capture historical data that currently exists on paper or cards only. MSDH will bear sole responsibility for providing all manual data entry required to provide a fully functioning system.

20.10 Vendor must pre-populate the new WIC Clinical System with demographic data for WIC participants from PIMS. (initial load)

20.11 The Vendor must provide all programs required to interrogate existing MSDH data files and to identify conversion issues and missing data elements required for the new system.

20.12 The Vendor must provide statistical reports with record counts to show where data are imported from and where it now resides to enable MSDH to verify that the desired results have been achieved. The Vendor must provide a means of identifying records that are converted from current legacy systems and imported into the new system.

20.13 The Vendor must submit formal Conversion Test Results for MSDH to review and approve prior to the final file conversion.

21. Training Requirements

21.1 The Vendor must provide instructor led, hands-on training from qualified persons possessing proven expertise in the system who are able to answer questions that can be expected to arise during the training session.

21.2 The Vendor may propose computer-based training (CBT) in addition to the instructor-led training described above. Describe the CBT available and provide cost as an option in the Section VIII, *Cost Information Submission.*

21.3 The Vendor must include in the proposal response a high-level training plan. This plan will be used as the basis for developing the project training plan as a contract deliverable. The high-level plan must include at a minimum:

21.3.1 a proposed training schedule,

21.3.2 identification of specific training units or modules,

21.3.3 the target audience of each training module,

21.3.4 an outline of the material to be covered in each segment of training,

21.3.5 training methods and materials to be used in each module,

21.3.6 the course length in instructional hours and calendar days,

21.3.7 a list of any additional training deemed necessary by the Vendor,

21.3.8 objectives for each training module and specific goals to be achieved by the trainees,

21.3.9 the means by which training success (e.g., trainee retention and competence) is measured, and

21.3.10 a competency-based assessment.

21.4 The Vendor must be able to furnish a full range of training to MSDH staff. The training strategy and approach of the Vendor should provide for:

21.4.1 Training material that is consistent in content;

21.4.2 Classes that build upon newly learned skill through repetition;

21.4.3 Training that is competency-based and results oriented;

21.4.4 Training sensitive to the lack of computer experience of MSDH or supporting Agency staff;

21.4.5 Security and System Administration training delivery immediately prior to QA/Acceptance testing;

21.4.6 End-user training delivery for the pilot sites immediately prior to pilot testing;

21.4.7 Training in the operation of the WIC Help Desk;

21.4.8 On-the-job (OTJ) Training aimed at technical staff in the day to day operation of the system; and

21.4.9 Train-the-Trainer training in sufficient time for them to deliver just-in-time training for district, clinic, warehouse and Independent Providers prior to the implementation of the system in their area.

21.5 Vendor must provide train-the-trainer delivery to State staff in preparation for the transfer of ongoing training responsibility to the State. With comprehensive instruction and appropriate support from the Vendor, MSDH anticipates that state trainers will not only facilitate the statewide training process, but will also support the need for future staff training after the completion of new system implementation.

21.6 The Vendor will be responsible for incorporating components that address the responsibilities, tasks, processes and procedures performed by the following functional areas into the design of training materials and modules:

- Training "Kick Off"
- Operational
- System and Security Administration
- Technical
- Help Desk
- Clinic
- Food Delivery
- District Office
- Central Office
- Report Writing and Analysis
- Financial
- Warehouse

21.7 The State will provide training facilities and equipment. Upon award, the Vendor must establish a training schedule after consultation with MSDH training staff for use of facilities and equipment. Training shall be scheduled at a mutually agreed upon date between the Vendor and MSDH. This schedule must coincide with the installation schedule. State and local agency staff must be fully trained on the entire system prior to implementation.

21.8 All Mississippi-customized training materials are considered a deliverable and must be submitted to the State with adequate time for the State to review and approve the materials prior to the beginning of the actual training. All training materials will become the property of the MSDH including training plans,

guides, training review instruments, computer-assisted aids, and audio-visual aids. The Vendor must supply electronic copies, for unlimited reproduction, of all course materials. The Vendor will be responsible for reproduction and distribution of the initial training materials. The attendees upon completion of training will retain the course materials. Vendor-produced Training materials should be included as a sample deliverable in the Vendor's proposal response.

21.9 The State will determine when training is sufficient for successful operations. If the initial session is insufficient and the State determines that additional training is needed, the Vendor will provide such additional training at no additional cost to the State.

21.10 If there are system changes, upgrades, enhancements or new releases of the software that require additional training post implementation, the Vendor shall provide the rate for such training as needed for successful operation of the system.

22. Documentation Requirements

22.1 Upon installation, the Vendor must provide searchable, electronic copies of the following Mississippi-customized documentation deliverables for the final system that shall include, but not be limited to:

22.1.1 User documentation

- System overview
- Data entry procedures explanation
- Step-by-step operating procedures
- Problem resolution materials
- Error message descriptions

22.1.2 System documentation

- Management summary
- Technical summary
- Application architecture layout
- Description of system operation
- System flow charts
- Data dictionary and data model

22.1.3 Program documentation

- Input/output interfaces
- Record layouts and/or database schema or dictionary
- File descriptions
- Program descriptions

22.1.4 Database operations/administration documentation

- Items relating to physical file and directory names
- Recording hardware and software problems
- Error Messages and correction procedures
- Troubleshooting guide
- Powering up and shutting down the equipment
- Procedures for running and correcting jobs

22.1.5 Upon installation, the Vendor must provide **security** documentation for the final system that shall include, but not be limited to, the following:

- Assignment of groups/roles
- Identification and authentication
- Access control
- Accountability/Audit log
- Critical security parameters

22.2 Vendor must provide, at no additional cost, documentation updates for any/all code changes (defect fixes, enhancements, customizations), schema changes, and system changes, upgrades, or enhancements based on issues identified in QA/Acceptance and/or Pilot testing. Vendor must specify when and how such updates and documentation will be delivered to the State.

23. Installation and Testing Requirements

23.1 MSDH staff will be responsible for migrating the software from the development environment into the test environment. The Vendor will be responsible for conducting an operational test of the system in conjunction with MSDH staff. All functions of the system must be demonstrated to be operational prior to promotion to the user testing environment.

23.2 The Vendor must utilize an automated testing tool to track and assign functional and technical specifications to test case scenarios and provide validation reports to the State to prove adherence to functional and the technical specifications. Vendor should identify all testing tools and describe the process of utilizing testing automation to maximize the effectiveness of the testing process.

23.3 As a project deliverable, Vendor will be responsible for developing test case scenarios to be used throughout the testing cycle. Test cases should be standardized and include test criteria, affected business rules, required test scripts, test data source(s), and a definition of expected test results. Each test case should correspond to one or more requirements. All requirements must be validated by a test case. Vendor should also identify how often refreshes of

test data are expected be performed. MSDH must approve all test scenarios created by the Vendor.

23.4 The Vendor must propose a process to facilitate defect resolution. This process should utilize an automated tool to track defects logged during each testing phase as well as after implementation.

23.5 After approval of the design documents, all defects and enhancements will be documented in the automated defect tracking tool and categorized by the State as described below. The State will prioritize all defects according to the level of severity as assigned by MSDH. All corrections will be made in the development environment, system tested and migrated into the testing environment for validation.

23.5.1 Severity Level 1 shall be defined as urgent situations, when the production system is down and the State is unable to use the new WIC solution and possibly endangering the State's environment; the Vendor's technical support staff shall accept the State's call for assistance at the time the State places the initial call; however, if such staff is not immediately available, the Vendor shall return the State's call within one (1) business hour. The Vendor shall resolve Severity Level 1 problems as quickly as possible which shall not exceed twenty-four (24) hours, unless otherwise authorized in writing by the State.

23.5.2 Severity Level 2 shall be defined as a critical software system component(s) that has significant outages and/or failure precluding its successful operation. The new WIC solution may operate but is severely restricted. The Vendor's technical support staff shall accept the State's call for assistance at the time the State places the initial call; however, if such staff is not immediately available, the Vendor shall return the State's call within two (2) business hours. The Vendor shall resolve Severity Level 2 problems as quickly as possible which, shall not exceed two (2) business days, unless otherwise authorized in writing by the State.

23.5.3 Severity Level 3 shall be defined as a problem that exists with the new WIC solution but the majority of the functions are still usable and some circumvention may be required to provide service. The Vendor's technical support staff shall accept the State's call for assistance at the time the State places the initial call; however, if such staff is not immediately available, the Vendor shall return the State's call on average within three (3) business hours. The Vendor shall resolve Severity Level 3 problems as quickly as possible which shall not exceed three (3) business days, unless otherwise authorized in writing by the State.

23.5.4 Severity Level 4 shall be defined as a problem or question that does not affect the new WIC solution's function (e.g., the text of a message is worded poorly or misspelled) or workflow efficiency issues (e.g., too many clicks to navigate to the desired screen). The Vendor's technical support staff shall accept the State's call for assistance at the time the State places the initial call; however, if such staff is not immediately available, the Vendor shall return the State's call within four (4) business hours. The Vendor shall resolve Severity Level 4 problems as quickly as possible which shall not exceed five (5) business days, unless otherwise authorized in writing by the State.

23.5.5 Severity Level 5: For general software support/help desk calls not covered by the above severity level descriptions, the Vendor's technical support staff shall accept the State's call for assistance at the time the State places the initial call; however, if such staff is not immediately available, the Vendor shall return the State's call within five (5) business hours.

23.6 System Testing – Vendor will conduct System Testing without the assistance or intervention of State staff

23.6.1 The goal of system test is to identify and correct all defects and ensure that the system meets all known requirements, meets performance standards and is 'fit for use' not only at a component level but end-to-end. Interfaces, usability, performance and documentation are all part of this full-scale test that is conducted by the Vendor.

23.6.2 Following successful System Test, Vendor must certify in writing that the system is ready for Quality Assurance (QA)/Acceptance Testing and will perform in accordance with the documented MSDH functional and performance requirements. The Vendor must ensure that the system in general and each module of the system in particular operate according to specifications before turning the system over for QA/Acceptance testing.

23.6.3 System Test exit criteria will be defined jointly by the Vendor and the State during Project Initiation.

23.6.4 Vendor must be prepared to provide System Test results for end-to-end, interfaces, batch runs and performance testing to the State upon request.

23.6.5 System Testing should include but not be limited to the following:

23.6.5.1 Interface Testing – Internal and external interfaces must be tested by exchanging data and verifying the results in both systems

23.6.5.2 Batch programs –

23.6.5.2.1 Should run unattended as scheduled, simulating the production environment.

23.6.5.2.2 Must verify that appropriate alerts/notices/emails are dispatched in the event of a job failure

23.6.5.2.3 Must verify that appropriate alerts/notices/emails are dispatched for a successful batch run

23.6.5.2.4 Reports are produced and validated.

23.6.5.3 Integration Testing –

23.6.5.3.1 Specifically tests the interface between SPIRIT and the Food Management System

23.6.5.3.2 Should specifically test usability issues in this interface

23.6.5.4 End-to-end – This testing confirms that the system functions as a whole from the intake (certification) to distribution (food pickup), technically, operationally and functionally. Inventory and reporting processes are also verified to be correct.

23.6.5.5 Regression Testing - Whenever fatal defects occur and are corrected, the system should be retested end-to-end to verify that the defect correction did not negatively affect another part of the system.

23.6.5.6 Performance/Load testing – Prior to turning over the system for QA testing, Vendor must verify that the system meets the established performance standards during peak times with maximum capacity.

23.7 QA or User Acceptance Testing – the QA Vendor will be responsible for QA Testing. The IC Vendor will be available for assistance as needed.

23.7.1 The Vendor will work in conjunction with the QA Vendor and the State to develop User Acceptance Test case scenarios, scripts, test results, and establish Test Data for MSDH to use while Acceptance Testing. MSDH will use these test cases to form the basis of the test scenarios to be used during user acceptance testing.

23.7.2 The purpose and net result of the QA/Acceptance test is to determine that the installed system meets the technical and functional requirements outlined in these specifications.

23.7.3 The QA/Acceptance test will run for a minimum of forty-five (45) business days.

23.7.4 The Vendor must provide technical staff onsite to participate in (monitor, assist, answer questions, correct defects) the QA/Acceptance test as requested by MSDH. All functions of the system must be demonstrated to be operational by MSDH staff to ensure that proper training and knowledge transfer have been received.

23.7.5 Defects categorized as severity levels 1- 3 must be corrected prior to the start of Pilot testing.

23.7.6 During Project Initiation, the State will work with the QA Vendor to establish and document the QA/Acceptance test Entry and Exit criteria. The State will provide this information to the Vendor so that they may validate these criteria prior to system turnover if they so choose.

23.7.7 The State will certify in writing when the system has completed QA/Acceptance testing and is ready for Pilot testing/implementation.

23.8 Pilot Test

23.8.1 Prior to the commencement of the Pilot test, the Vendor must execute a ‘dry run’ of the Pilot system implementation by executing the Detailed Implementation Plan (refer to Section VII, Item 11.11.9). The purpose of the dry run is to verify the activities listed in the Implementation Plan are complete and accurate prior to utilizing it to implement the Pilot.

23.8.2 Following QA acceptance of the system, MSDH staff will be responsible for conducting a Pilot test of the production system at the Pearl Clinic, Pearl Warehouse, Yazoo Clinic (Independent Provider), and the Yazoo Warehouse (Independent Provider) to ensure the system operates according to the specifications outlined in this RFP in a live, day-to-day business environment.

23.8.3 The Pilot test will run for a minimum of sixty (60) days.

23.8.4 Vendor must submit in their proposal a plan for running parallel systems during the transition period of the phased implementation/rollout, commencing with the Pilot test. The plan should address how the Vendor will handle data conversion and reconciliation issues and describe how to provide assurances to the State that the reporting counts are correct.

23.8.5 The Vendor must provide technical staff onsite to assist with Pilot test as requested by MSDH.

23.8.6 All MSDH staff, participating in the Pilot test (clinic, warehouse and state office), must receive just-in-time training prior to the commencement of the Pilot.

23.8.7 All defects will be documented and classified by the State as described above. Defects categorized as severity level 1-3 must be corrected prior to the statewide rollout and the start of Final Acceptance testing. All corrections will be made in the development environment and migrated into the testing environment for regression QA/Acceptance testing.

23.8.8 Vendor should describe how they plan to integrate defects fixes classified as severity level 4 and 5 and enhancements into the work product once the system been promoted to the UAT environment.

23.8.9 Prior to the commencement of the Pilot Test, the State will provide the Vendor with the exit criteria that defines success. The State will certify in writing when the system has completed Pilot testing and is ready for production rollout.

24. Final Acceptance Requirements

24.1 The Vendor will be responsible for providing, in conjunction with MSDH staff, help desk assistance for users, commencing with the Pilot test until Final Acceptance of the system is completed.

24.2 After completion of Pilot testing, MSDH shall begin the statewide deployment of the system. Deployment shall occur in a phased approach by district. MSDH anticipates two weeks per district.

24.3 After cut-over of the final district/site, the State shall begin the Final Acceptance period of thirty (30) working days. “Final Acceptance” shall mean written notice from the State that it has accepted the system upon successful completion of the 30 working day period of statewide production

deployment during which time the system conformed in all material respects to the applicable specifications with no additional defects found.

24.4 This period includes, without limitation, correction of errors, design deficiencies, performance deficiencies, and incorrect or defective documentation. Any defects found will be classified by the State as described in Section VII, Item 23.7 above and must be corrected by the Vendor within the time frame specified by their priority level at no additional cost to the State. All corrections will be made in the development environment and migrated into the testing environment to be regression/QA tested. All new releases must be approved by MSDH prior to being moved into production. Following Final Acceptance of the system by the State, the Vendor must deliver the integrated design framework which contains all relevant tools and technical information required to implement, modify and maintain the application for any developed and/or custom tailored software.

25. Warranty and Maintenance

25.1 The Vendor must agree to warrant any and all application software proposed to be free of defects for a minimum of sixty (60) business days after acceptance of such software. Any defects found will be documented and classified by the State as described in Section VII, Item 23.5. During this Warranty period, the Vendor will agree to correct any errors discovered at his own expense and in accordance with the specified amount of time for that category. The Vendor's technical staff must provide technical support to the state technical staff during the first four (4) weeks following system rollout.

25.2 This warranty must cover all components of the systems, including all programs, screens, reports, subroutines, utilities, file structures, documentation, interfaces, or other items provided by the Vendor. This warranty will apply to the base package, plus any customized programs, screens, reports, subroutines, interfaces, utilities, file structures, documentation, or other items proposed and delivered by the Vendor specifically for this procurement.

25.3 The Vendor must agree that all corrections made to the system during the Warranty period will be considered an integral part of the proposed system and will be available to MSDH under the normal license agreement at no additional charge.

25.4 Following the Warranty period, the Vendor must provide ongoing technical support (i.e., post-warranty Maintenance) for the life of the resulting contract. The Vendor must identify the support structure available to the state and describe the anticipated plan for supporting MSDH.

25.5 The Vendor must specify costs, in *Cost Information Submission*, Section VIII, to provide the proposed support on an annual basis, for up to five (5) years. Vendor must provide pricing for annual support after the warranty period: (1) 24x7x365 support, and (2) Monday through Friday, 7:00 a.m. to 7:00 p.m. Central Time support. Support must include provisions for enhancements, fixes, and upgrades.

25.6 It is **ITS'** preference that the Vendor commit to a firm fixed price over the requested maintenance period. In the event that the Vendor cannot make a firm fixed maintenance proposal for all the years requested, the Vendor is required to provide a fixed percentage for his mark-up on the manufacturer direct maintenance that he is selling as a third party reseller in lieu of a price ceiling based on a percentage yearly increase.

25.7 For the Warranty period, Vendor must provide the following options:

25.7.1 First line support during which time the Vendor will receive, track and resolve support calls from state, regional and local levels. First line support must be available during normal MSDH working hours of 6:00 a.m. to 9:00 p.m. Central Time, Monday through Saturday. The State has the option of extending this service in six-month intervals at the proposed cost.

25.7.2 Second line support during which time the Vendor will provide support to the MSDH staff. Initial support calls will be taken by the MSDH Help Desk personnel and forwarded to the Vendor only if necessary. The State has the option of purchasing this service in annual intervals at the proposed cost.

25.7.3 Emergency support for 24x7 coverage which the MSDH may elect to use as needed during the life of the contract.

25.8 During both the Warranty and Maintenance periods, the Vendor must propose a toll-free response line service that is staffed with sufficient expertise to handle incoming calls regarding application software and operating systems effectively, as verified by qualifications of response staff, percent of calls resolved same or next day, response line operating hours and level of client satisfaction. In response to this RFP, the Vendor must furnish the toll-free number used by all clients and provide an access code so that State evaluation team may contact and assess this response line as part of the evaluation process.

25.9 During both the Warranty and Maintenance periods, MSDH requires specific assurances that operations will remain operative and that downtime will not be caused by lack of service. The Vendor shall be responsive and timely to maintenance/technical support calls/inquiries made by MSDH. The State

reserves the right to determine and assign levels of severity for the issue/support problem. All defects will be documented and categorized by the State as described below.

25.9.1 Severity Level 1 shall be defined as urgent situations, when the production system is down and the State is unable to use the new WIC solution; the Vendor's technical support staff shall accept the State's call for assistance at the time the State places the initial call and respond within one (1) business hour. Response is defined as a qualified technician actively pursuing problem resolution either on-site or through off-site diagnostic capabilities.

25.9.2 Severity Level 2 shall be defined as a critical software system component(s) that has significant outages and/or failure precluding its successful operation, and possibly endangering the State's environment. The new WIC solution may operate but is severely restricted. The Vendor's technical support staff shall accept the State's call for assistance at the time the State places the initial call; however, if such staff is not immediately available, the Vendor shall return the State's call within one (1) business hour. The Vendor shall resolve Severity Level 2 problems as quickly as possible which, on average, shall not exceed three (3) business days, unless otherwise authorized in writing by the State.

25.9.3 Severity Level 3 shall be defined as a minor problem that exists with the new WIC solution but the majority of the functions are still usable and some circumvention may be required to provide service. The Vendor's technical support staff shall accept the State's call for assistance at the time the State places the initial call; however, if such staff is not immediately available, the Vendor shall return the State's call on average within two (2) business hours. The Vendor shall resolve Severity Level 3 problems as quickly as possible which, on average, shall not exceed five (5) business days, unless otherwise authorized in writing by the State.

25.9.4 Severity Level 4 shall be defined as a very minor problem or question that does not affect the new WIC Clinical and Food Management System's function (e.g., the text of a message is worded poorly or misspelled.) The Vendor's technical support staff shall accept the State's call for assistance at the time the State places the initial call; however, if such staff is not immediately available, the Vendor shall return the State's call within four (4) business hours. The Vendor shall resolve Severity Level 4 problems as quickly as possible which, on average, shall not exceed ten (10) business days, unless otherwise authorized in writing by the State.

25.9.5 General Assistance: For general software support/help desk calls not covered by the above severity level descriptions, the Vendor's technical support staff shall accept the State's call for assistance at the time the State places the initial call; however, if such staff is not immediately available, the Vendor shall return the State's call within five (5) business hours.

25.10 Vendor is required to keep a log of all support calls made by MSDH staff and to provide this log to MSDH with the current status of open issues, as well as documented solutions to closed issues, monthly and upon request.

25.11 During both the Warranty and Maintenance periods, Vendor must provide all system and software enhancements that become part of the base product and/or are made commercially available at no additional cost to the State. Only unique customizations to the system will be charged to MSDH in accordance with the State's Change Order procedures.

25.12 Vendor must furnish both application and systems software support by supplying all updates to system software as they are released.

25.12.1 The Vendor must indicate provisions for modifying, enhancing and supporting system and applications software proposed, whether there are any charges for this service and, if so, what those charges are on an hourly, daily, or monthly basis. At a minimum, this service must include updates and consultation on a call-in basis.

25.12.2 The Vendor must include a complete description of services available to enhance software as new federal and state requirements are made and cost(s) for same, if not covered as part of the maintenance agreement discussed above.

25.12.3 Any proposed remote monitoring services must be proposed over a Virtual Private Network (VPN) link. All initial and recurring costs must be specified.

25.13 Vendor must specify the cost for Warranty and post-warranty Maintenance support in Section VIII - *Cost Information Submission*.

26. Standards

The WIC system must comply with the following state and federal standards

26.1 Health Insurance Portability and Accountability Act (HIPAA) - http://www.hhs.gov/ocr/hipaa/

26.2 Health Level Seven (HL7) version 2.5 Standards for Messaging and the Reference Information Model (RIM)) – http://www.hl7.org/

26.3 Value Enhanced Nutrition Assessment (VENA) Requirements
http://www.nal.usda.gov/wicworks/Learning_Center/Assessment_VENA.html

26.4 Technical Guidance for HIV/AIDS Surveillance Programs, Volume III: Security and Confidentiality Guidelines

http://www.cdc.gov/hiv/topics/surveillance/resources/guidelines/guidance/

26.5 MSDH Standard Database Design Lifecycle – attached as Exhibit B

27. Federal Legal Requirements

The following Federal Legal Requirements will be incorporated into the final contract, as applicable.

27.1 Term of Contract

27.2 The contract is effective on the date that it is signed by all parties.

27.3 Consultation and Performance Review

The Vendor shall consult with and keep MSDH fully informed as to the progress of all matters covered by the contract. Where time permits, Vendor shall offer MSDH the opportunity to review documents prior to filing with any public body or adversarial party. Vendor shall promptly furnish MSDH with copies of all correspondence and all documents prepared in connection with the services rendered under this contract.

27.4 The State may conduct a post performance review of the Vendor's performance under this contract. Any professional service performed under the contract shall be subject to a post performance review. The Vendor shall cooperate with the State in this review, which may require the Vendor to provide records of its performance, including expense information. The post performance review may be used by State Agencies in determining whether to enter into other contract relationships with the Vendor.

27.5 Audit/Retention of Records

MSDH reserves the right to audit Vendor's records pertaining to the contract. Vendor shall maintain for a minimum of four years after the completion of the project, adequate books, records, and supporting documents to verify the amounts, recipients, and uses of all disbursements of funds passing in conjunction with the Contract. The contract and all books, records, and

supporting documents related to the contract shall be available for review and audit by MSDH and the State Auditor; USDA and/or any of their duly authorized representatives. The Vendor agrees to cooperate fully with any such audit and to provide full access to all relevant materials. Failure to maintain the books, records, and supporting documents required by this section shall establish a presumption in favor of the State for the recovery of any funds paid by the State under the contract for which adequate books, records, and supporting documentation are not available to support their purported disbursement.

27.6 Schedule of Work

Any work performed on State premises shall be done during the hours designated by the State and shall in any event be performed so as to minimize inconvenience to the State and its personnel and minimize interference with the State's operations.

27.7 License

Vendor, by signing the contract, warrants that Vendor, or its employees, who would perform services requiring a license, have and will maintain any required license. However, Vendor may meet the license requirement through use of a subcontractor; provide however, Vendor's use of a subcontractor in that circumstance does not relieve Vendor of any obligations under the contract.

27.8 Inability to Perform

The Vendor must acknowledge that in the event the Vendor is unable or unwilling for any reason to provide any materials, services, supplies or other items of any type or variety to MSDH as required in this RFP, including but not limited to, any such materials, services, supplies, etc. available from any other party (such as subcontractor) supplying said service or materials, etc. to Vendor, MSDH will have the right to deal directly with the other supplier without penalty or interference from Vendor. Further, any additional costs to MSDH arising as a result of the circumstances set forth in this paragraph shall be borne by the Vendor.

27.9 Assignment and Subcontracting

The Vendor will be considered the sole point of contact regarding all contractual matters, including payment of any and all charges related to the contract, and shall be ultimately responsible for compliance with all contract provisions. Any intent to subcontract shall be identified in its proposal. Information regarding subcontracting will include the purpose and intent of the agreement and identifying information about the subcontractors. Any

subcontractors must be approved in writing by MSDH.

The Vendor shall not assign, subcontract or otherwise transfer the contract or its obligations under the contract without the prior written consent of the State, which consent shall not be unreasonably withheld. Any attempted assignment or transfer of its obligation without such consent shall be null and void. No such approval by the State of any subcontract shall be deemed in any way to provide for the incurrence of any obligation of the State in addition to the total fixed price agreed upon in the contract. All subcontracts shall be subject to the terms and conditions of the contract and to any conditions of approval the State may deem necessary. The contract shall be binding on the parties' respective successors and assigns.

All subcontracting agreements must be signed and delivered to the State MSDH Project Manager within five (5) working days following the effective date of the contract.

27.10 Limited Distribution or Use of Certain Data and Information

27.10.1 Award of the contract may require Vendor to have access and to use documents and data which may be confidential or considered proprietary to the State or to a state Vendor, or which may otherwise be of such a nature that its dissemination or use, other than in the implementation of the system, would be adverse to the interest of the State or others. Any documents or data obtained by the Vendor from MSDH in connection with the implementation of the system under this contract shall be kept confidential and not provided to any party unless disclosure is approved by MSDH.

27.10.2 Except as may be otherwise agreed in writing with the State, upon the completion or termination of the contract, all work products, including without limitation, documents, reports, data, information and ideas specially produced, developed or designed by the Vendor or its subcontractors under the contract for the State, whether preliminary or final, shall become and remain the property of the State, including any copyright. MSDH shall have the right to use all such work product without restriction or limitation or without further compensation to the Vendor. Vendor shall not acquire or have any right to use, disclose or reproduce the work product or any equipment, data, information, media software, or know-how obtained from the State except in the performance of the contract. Nothing herein shall be construed as precluding the use of any data or information independently acquired by the Vendor without such limitation.

27.10.3 The United States Department of Agriculture, Food and Nutrition Services reserves a royalty-free, nonexclusive, and irrevocable license

to reproduce, publish, or otherwise use and to authorize others to use for Federal Government purposes, such software, modifications, and documentation developed with Federal financial participation.

27.10.4 Upon termination of the contract, all such documents and data shall, at the option of MSDH, be appropriately arranged, indexed, and delivered to MSDH by Vendor within 30 days of MSDH's request.

27.11 Termination

The contract may be terminated by the State for: (a) unavailability of funds; (b) bankruptcy of Vendor; (c) default by Vendor, or (d) convenience.

27.11.1 Unavailability of Funds

It is expressly understood and agreed that the obligation of MSDH to proceed under the contract is conditioned upon the appropriation of funds by the Mississippi State Legislature and federal financial participation, If the funds anticipated for the continuing fulfillment of the contract are, at any time, not forthcoming or insufficient, either through the failure of the federal government to provide funds or of the State of Mississippi to appropriate funds or if funds are not otherwise available to MSDH for the payment or performance due under the contract, MSDH shall have the right, upon written notice to the Vendor, to terminate the contract without damage, penalty, cost or expense to MSDH or the State of any kind whatsoever. The effective date of termination shall be as specified in the notice of termination. In the event of termination pursuant to this section, Vendor shall be entitled to receive just and equitable compensation for satisfactory work completed or services rendered by Vendor in connection with the contract as of the date of receipt of notification of termination.

27.11.2 Vendor Bankruptcy

The State may terminate the contract for cause immediately upon written notice to the Vendor if the Vendor becomes the subject of bankruptcy, reorganization, liquidation or receivership proceedings, whether voluntary or involuntary, or if the Vendor executes an assignment for the benefit of its creditors.

27.11.3 Default

If Vendor fails to fulfill in a timely manner its obligations under the contract, or if Vendor violates any of the material terms of the contract, Vendor shall be deemed in default and the State shall have the right to terminate the contract, in whole or in part, for cause and to

forgo any payments in excess of fair compensation for work already completed and accepted by the State. Vendor shall repay to the State any funds expended in violation of such conditions. Notwithstanding the preceding, Vendor shall not be relieved of liability to the State for damages sustained by virtue of any breach of the contract by Vendor.

27.11.4 Convenience

The State may terminate the contract in whole or in part, for any reason after giving thirty (30) day written notice to the Vendor specifying the extent to which performance of work under the contract is terminated, and specifying the effective date thereof to Vendor. In the event the contract is so terminated, Vendor shall be compensated in accordance with the contract for any satisfactory work completed by the Vendor and accepted by MSDH as of the termination date. In no event, however, shall Vendor be paid for loss of anticipated profits.

27.12 Compliance with Federal Laws

27.12.1 Equal Employment Opportunity (Executive Order 11426)

No person shall be excluded on the grounds of handicap, race, age, color, religion, sex, sexual orientation, or national origin from participating in, or be denied benefits of, or otherwise be subject to discrimination in the performance of the contract, or by the employment practices of the Vendor. The Vendor shall, upon request, show proof of such non-discrimination and shall post in conspicuous places, available to all employees and participants, notices of non-discrimination.

27.12.2 Anti-Kickback Act (18 U.S.C. 874)

Copeland Anti-Kickback Act which prohibits a Vendor from inducing a person employed in the completion of work to give any part to the compensation to which he is otherwise entitled.

27.12.3 Clean Air Act

That prohibits the use, under non-exempt Federal Contracts, grants or loans, of facilities included in the EPA List of Violating Facilities.

27.12.4 Clean Water Act

That prohibits the use, under non-exempt Federal contracts, grants or loans of facilities included in the EPA List of Violating Facilities.

27.13 Anti-Lobbying Certification

The Vendor certifies, to the best of its knowledge and belief, that: (a) No federal appropriated funds have been paid or will be paid, by or on behalf of Vendor, to any person for influencing or attempting to influence any officer or employee of MSDH, any member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan or cooperative agreement; (b) Vendor shall require that the language of this certification be included in the award documents of all subcontractors and that all subcontractors shall certify and disclose accordingly, and (c) Vendor will otherwise adhere to the provisions of **45 CFR Part 93.** Vendor agrees to execute any certification that the State may require in compliance with **45 CFR Part 93.**

27.14 Debarment and Suspension Certification

Vendor certifies that neither it nor its principals: (a) are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any federal department or agency; (b) have, within a three (3) year period preceding the contract, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, State or local) transaction or contract under a public transaction; violation of federal or State anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property; (c) are presently indicted of or otherwise criminally or civilly charged by a governmental entity with the commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain or performing a public (federal, State or local) transaction or contract under a public transaction; violation of federal or State anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property, and (d) have, within a three (3) year period preceding the contract, had one or more public transactions (federal, State or local) terminated for cause or default.

27.15 Publicity

News releases pertaining to this project will not be made without prior written approval of MSDH.

28. Evaluation Criteria

All proposals will be subjected to a quantitative evaluation described below by a project evaluation team comprised of staff from MSDH and ITS. Scoring criteria will be assigned for various cost and functional categories. Each of these categories is assigned a weight between 0% and 100%, with the sum of all categories equaling 100% of the total evaluation score. (The exception is added value, which will be evaluated between 0 and 5 and added to the total score.) All information provided by the Vendor and other information available to the State will be used to evaluate proposals.

The Vendor scoring highest at the end of the evaluation will be selected as the "lowest and best" proposer in response to this RFP.

The award of a contract to a Vendor does not mean that the other proposals lacked merit; but with all factors considered, the selected proposal(s) was deemed to provide the lowest cost and best value to the State.

The State may request discussions with any and all Vendors for the purpose of clarification, confirmation or to amplify the materials presented in any part of the proposal or demonstration. However, Vendors are cautioned that the evaluators are not required to request clarifications. Therefore, all proposals must be complete and concise and reflect the most favorable terms available from the Vendors.

28.1 Proposal Validation

28.2 Vendors' proposals will be reviewed to insure that all specifications have been properly addressed, and that they furnished the information needed to facilitate a proper technical, financial and background evaluation. Vendors will be contacted on those proposals found to require minor clarifications. Vendors whose proposals do not adhere to the specifications, contain consistently vague responses, or omit information may be disqualified from further evaluation.

28.3 Evaluation of Vendor Qualifications and References

28.4 Some factors that will be considered by the evaluation team are as follows:

a. Vendor's organizational structure

b. Company's financial stability

c. Current deployments of the proposed product

d. Vendor's background and experience

e. Vendor's references

f. Project staff qualifications

g. Perceived industry standing,

28.5 Vendors found lacking in any qualification area may, at the sole discretion of the State, have their proposals rejected and be disqualified from further consideration.

28.6 Functional Evaluation - Some factors that will be considered by the evaluation team are as follows:

28.7 Proposed solution's overall compliance with the functional requirements

a. Project plan comprehensiveness and thoroughness

b. Data conversion

c. Training and Documentation

d. System, QA, Pilot and Acceptance testing

e. Installation and Post-Implementation Support

f. Warranty and Maintenance support

g. Cooperation and responsiveness of the Vendor during the proposal process

h. Added value proposed above the RFP requirements

Proposals that do not receive at least seventy percent (70%) of the evaluation points on the Technical proposal may, at the sole discretion of the State, be eliminated from further consideration.

28.8 Technical Evaluation
Some factors that will be considered by the evaluation team are as follows:

a. Proposed solution's overall compliance with the technical and performance requirements

b. Database

c. Integrated framework

d. Software development tool set

Proposals that do not receive at least eighty percent (80%) of the evaluation points on the Technical proposal may, at the sole discretion of the State, be eliminated from further consideration

28.9 Cost Evaluation

The 5-year lifecycle cost component will be calculated in accordance with the **ITS** cost scoring formula. Vendors not receiving at least fifty percent (50%) of the available cost points may, at the sole discretion of the State, be eliminated from further evaluation.

28.10 Interviews/Oral Presentations/Site Visits

28.10.1 The State reserves the right to require an onsite oral presentation/demonstration with the Vendor's proposed project team to present their QA strategy and methodology. All costs associated with the on-site presentation will be the responsibility of the Vendor.

28.10.2 The State may consider a direct telephone interview in lieu of an on-site under extenuating circumstances. Vendor must provide a telephone number for each individual proposed. The State will pay toll charges in the continental United States. The Vendor must arrange a toll-free number for all other calls. The State reserves the right to accept or reject telephone interviews.

28.10.3 The Vendor must make arrangements in advance with the references so that they may be contacted at the Project team's convenience without further clearance or Vendor intervention. Failure to provide this information in the manner described may subject the Vendor's proposal to being rated unfavorably relative to these criteria or disqualified altogether at the State's sole discretion.

28.11 Final Quantitative Evaluation

Following completion of the interview/oral presentation/site visit, the committee will reevaluate any scores as necessary. Finally, the functional/cost scores will be combined with any value added points to render Vendor's final score that will determine the "lowest and best" Vendor to whom the award will be made.

SECTION VIII
COST INFORMATION SUBMISSION

Vendors must propose a summary of all applicable project costs in the matrix that follows. The matrix must be supplemented by a cost itemization fully detailing the basis of each cost category. The level of detail must address the following elements as applicable: item, description, quantity, retail, discount, extension, and deliverable. Any cost not listed in this section may result in the Vendor providing those products or services at no charge to the State or face disqualification.

RFP Item Number	Description	One Time Costs/License Cost	Recurring Costs
	Vendor should provide the RFP Item number and the cost for modifying the base SPIRIT WIC system to meet the specified requirement. (Use as many rows as necessary)		
	Licensing cost of proposed COTS Inventory Management System. (If proposing a COTS solution)		
	Vendor should provide the RFP Item number and the cost for modifying the base Inventory Management system to meet the specified requirement.		
	Costs for modifying the existing SPIRIT WIC Inventory Management functionality to meet the specified RFP requirements. (Please list each item number separately)		

	Cost for License of Tools, Utilities, Software Development Tool Set, and any Third Party Products needed to support the proposed system.		
	Costs for development and implementation of interfaces:		
	PIMS/WIC		
	WIC/Independent Providers		
	WIC/Inventory Management		
	Other:		
	Project Management and Project Work Plan Costs		
	Implementation and Statewide Rollout Costs		
	Post Implementation Support Costs		
	Conversion Costs		
	Training Costs		
	Documentation Costs		
	Warranty Costs		
	Maintenance Costs – Annual Software Maintenance and Support Costs. (MSDH will not incur any maintenance and support charges until after completion of the one year warranty which is triggered by the completion of final acceptance testing and acceptance of		

	all components.		
	Change Order Rates: Vendor must propose rates for the appropriate level of personnel/expertise. Vendor must provide "fully loaded" hourly rates for the following levels of personnel/expertise:		
	Project Manager		
	Data Base Administrator		
	Network Administrator		
	Technical Team Leader		
	Functional Team Leader		
	Technical Analyst		
	Functional Analyst		
	Documentation Specialist		
	Training Specialist		

SECTION IX
REFERENCES

Please return the following Reference Forms, and if applicable, Subcontractor Reference Forms.

1. References

1.1 The Vendor must provide at least 3 references consisting of Vendor accounts that the State may contact. Required information includes name, address, telephone number, and length of time the account has been a reference. Forms for providing reference information are included on the next page. The Vendor must make arrangements in advance with the account references so that they may be contacted at the Project team's convenience without further clearance or Vendor intercession. Failure to provide this information in the manner described may subject the Vendor's proposal to being rated unfavorably relative to these criteria or disqualified altogether at the State's sole discretion.

1.2 References should be based on the following profiles and be able to substantiate the following information from both management and technical viewpoints:

1.2.1 The reference installation must be similar in function and size to the agency/institution for which this RFP is issued;

1.2.2 The reference installation product/service must be configured similarly or identically to this RFP; and

1.2.3 The reference installation must have been operational for at least **12 months**.

1.2.4 Additional reference requirements:

1.2.4.1 There are no additional reference requirements for this RFP.

2. Subcontractors

The Vendor's proposal must identify any subcontractor that will be used and include the name of the company, telephone number, contact person, type of work subcontractor will perform, number of certified employees to perform said work, and **3** references for whom the subcontractor has performed work that the State may contact. Forms for providing subcontractor information and references are included at the end of this section. The Vendor must note that the same requirements found in the References section apply to subcontractors.

REFERENCE FORM

Complete 3 Reference Forms.

Contact Name:
Company Name:
Address:
Phone #:
E-Mail:

Description of product/services/project, including start and end dates:

SUBCONTRACTOR REFERENCE FORM

Complete a separate form for each subcontractor proposed.

Contact Name:
Company name:
Address:
Phone #:
E-Mail:

Scope of services/products to be provided by subcontractor:

Complete 3 Reference Forms for each Subcontractor.

Contact Name:
Company name:
Address:
Phone #:
E-Mail:
Description of product/services/project, including start and end dates:

EXHIBIT A
STANDARD CONTRACT

A properly executed contract is a requirement of this RFP. After an award has been made, it will be necessary for the winning Vendor to execute a contract with **ITS**. The inclusion of this contract does not preclude **ITS** from, at its sole discretion, negotiating additional terms and conditions with the selected Vendor(s) specific to the projects covered by this RFP.

If Vendor cannot comply with any term or condition of this Standard Contract, Vendor must list and explain each specific exception on the Proposal Exception Summary Form included in Section V.

PROJECT NUMBER 37455
SOFTWARE TURNKEY AGREEMENT
BETWEEN
INSERT VENDOR NAME
AND
MISSISSIPPI DEPARTMENT OF INFORMATION TECHNOLOGY SERVICES
AS CONTRACTING AGENT FOR THE
MISSISSIPPI STATE DEPARTMENT OF HEALTH

This Software Turnkey Agreement (hereinafter referred to as "Agreement") is entered into by and between INSERT VENDOR NAME, a INSERT VENDOR'S STATE OF INCORPORATION corporation having its principal place of business at INSERT VENDOR'S ADDRESS (hereinafter referred to as "Seller"), and Mississippi Department of Information Technology Services having its principal place of business at 301 North Lamar Street, Suite 508, Jackson, Mississippi 39201 (hereinafter referred to as "ITS"), as contracting agent for the Mississippi State Department of Health located at 570 East Woodrow Wilson Drive, Jackson, Mississippi 39216 (hereinafter referred to as "Purchaser"). ITS and Purchaser are sometimes collectively referred to herein as "State."

WHEREAS, Purchaser, pursuant to Request for Proposals ("RFP") Number 3550, requested proposals for the acquisition of certain software, installation and conversion services, and technical support (collectively "Turnkey Operation") necessary for the transfer, customization and implementation of the state of Oklahoma's SPIRIT WIC clinical system and the acquisition and implementation of a food inventory management system; and

WHEREAS, Seller was the successful proposer in an open, fair, and competitive procurement process to provide the system and services described above;

NOW, THEREFORE, in consideration of the mutual understandings, promises, consideration, and agreements set forth, the parties hereto agree as follows:

ARTICLE 1 PERIOD OF PERFORMANCE

1.1 This Agreement will become effective on the date it is signed by all parties and will continue in effect until all tasks required herein, including any post warranty maintenance/support specified in Exhibit A, have been completed. Seller agrees to complete all tasks required under this Agreement, with the exception of warranty service and post warranty maintenance, on or before October 1, 2008, or within such other period as may be agreed to by the parties.

1.2 This Agreement will become a binding obligation on the State only upon the issuance of a valid purchase order by the Purchaser following contract execution and the issuance by ITS of the CP-1 Acquisition Approval Document.

ARTICLE 2 TURNKEY OPERATION AND INSTALLATION

2.1 The Seller agrees to provide Purchaser with a turnkey system consisting of software, installation and conversion services, technical support, and training for the transfer, customization and implementation of the state of Oklahoma's SPIRIT WIC clinical system and the acquisition and implementation of a food inventory management system, as specified in RFP No. 3550. Seller agrees to facilitate the integration of the hardware and software for the particular purpose set forth in RFP No. 3550. Seller further agrees that the system as set forth in RFP No. 3550 and Seller's Proposal in response thereto shall operate efficiently and optimally in light of industry standards and as further specified in RFP No. 3550 and Seller's Proposal in response thereto. RFP No. 3550 and Seller's Proposal as accepted by the State in response thereto are incorporated herein by reference.

2.2 In matters of proposals, negotiations, contracts, and resolution of issues and/or disputes, the parties agree that: (a) Seller is solely responsible for all products and services being provided in this project; (b) Seller is responsible for the fulfillment of this project; and (c) Seller represents all contractors, third parties, and/or subcontractors Seller has assembled for this project. The Purchaser is only required to negotiate with Seller, as Seller's commitments, as specified in this Agreement, are binding on all proposed contractors, third parties, and subcontractors.

ARTICLE 3 PROCUREMENT OF SOFTWARE AND PURCHASE ORDERS

Subject to the terms and conditions set forth herein, Seller agrees to provide, at the location specified by Purchaser, and Purchaser agrees to buy as needed the software and services listed in the attached Exhibit A, which is incorporated herein and at the purchase price set forth therein. Purchaser shall submit a purchase order signed by a representative of Purchaser itemizing the items to be purchased. The purchase order shall be subject to the terms and conditions of this

Agreement. The parties agree that Purchaser reserves the right to adjust the quantities of purchases based upon the availability of funding or as determined necessary by Purchaser. Seller guarantees pricing for a period of one (1) year from the effective date of this Agreement. In the event there is a national price decrease of the products specified in Seller's Proposal during this time, Seller agrees to extend the new, lower pricing to Purchaser.

ARTICLE 4 DELIVERY, INSTALLATION, AND RISK OF LOSS

4.1 Seller shall deliver the software to the location specified by Purchaser, pursuant to the delivery schedule set forth by Purchaser.

4.2 Seller shall complete installation of the software pursuant to the requirements set forth in RFP No. 3550 and Article 5 herein. Seller acknowledges that installation of the system shall be accomplished with minimal interruption of Purchaser's normal day-to-day operations.

4.3 Seller shall assume and shall bear the entire risk of loss and damage to the software from any cause whatsoever while in transit and at all times throughout its possession thereof.

4.4 Seller shall be responsible for replacing, restoring, or bringing to at least original condition any damage to floors, ceilings, walls, furniture, grounds, pavements, sidewalks, and the like caused by its personnel and operations during the installation, subject to final approval of ITS. The repairs will be done only by technicians skilled in the various trades involved, using materials and workmanship to match those of the original construction in type and quality.

ARTICLE 5 SCHEDULE AND ACCEPTANCE

5.1 Seller warrants that all software shall be properly delivered, installed, and integrated for acceptance testing within the scheduling deadlines set forth by Purchaser, as the site is deemed ready for installation. Seller shall provide Purchaser with an installation schedule identifying the date, time, and location within the scheduling deadlines set forth in RFP No. 3550, or as may be agreed to by the parties.

5.2 During the project initiation, Seller and Purchaser will develop a mutually agreed upon project plan including the division of responsibility between Purchaser's staff and Seller's staff. It is understood by the parties that the project work plan must be in place prior to any other work being performed. Once this mutually agreed upon project plan, which will identify specific time frames and deliverable target dates for this project, has been developed, it will be incorporated into and made a part of this Agreement. The dates in the project plan will define the agreed upon period of performance. The parties acknowledge that the project plan will evolve and change from time to time upon the mutual written agreement of both parties. The parties agree that the deliverables and schedule set forth in the latest version of the project plan will take precedence over any prior plans.

5.3 Seller shall provide all documentation for the software being tested before acceptance testing will begin. Purchaser shall have thirty (30) working days to review each deliverable and to either notify Seller of acceptance or to provide Seller a detailed list of deficiencies that must be remedied prior to payment being made. In the event the Purchaser notifies the Seller of deficiencies, the Seller shall correct such deficiencies within four (4) working days, unless the Purchaser consents in writing to a longer period of time.

5.4 Following acceptance of the system, Purchaser's staff will be responsible for conducting a pilot test of the production system at several locations to be determined by Purchaser to ensure the system operates according to the specifications outlined in RFP No. 3550 in a live, day-to-day business environment. The Seller shall provide technical staff onsite to assist with the pilot test as requested by Purchaser. The pilot test will run for a minimum of sixty (60) days. All defects will be documented and prioritized by the Purchaser as described in RFP No. 3550. Defects categorized as severity level 1-3 must be corrected by Seller prior to the statewide rollout and the start of Final Acceptance testing. All corrections will be made in the development environment and migrated into the testing environment for regression QA/Acceptance testing. The Purchaser will certify in writing when the system has completed pilot testing.

5.5 Following successful completion of the pilot tests and cut-over of the final district/site, Purchaser shall have thirty (30) working days to conduct final system acceptance tests and to evaluate and test the system to confirm that it performs without any defects and performs pursuant to the specifications set forth in RFP No. 3550 and the Seller's Proposal in response thereto. Seller shall participate, as agreed upon by both parties, in the acceptance testing of the system by providing technical staff at Purchaser's location to provide assistance in demonstrating all functions of the system. The Purchaser's official representative must sign off on each application to ensure that the applications meet the functional and technical requirements. In the event that one (1) or more applications supplied by Seller are not accepted, the Seller shall correct the deficiencies or provide at its own expense whatever software that may be required to meet the acceptance criteria within four (4) calendar days or a mutually agreed upon time period. In the event the system fails to perform to Purchaser's satisfaction, Purchaser shall immediately notify Seller. Seller shall correct defects identified by Purchaser within four (4) working days, or such other period as the parties may agree upon. The thirty (30) working day testing period will be extended by system down-time. In the event Seller is unable to repair or replace the defective software, the Purchaser reserves the right to return defective software to Seller at Seller's expense and to cancel this Agreement.

ARTICLE 6 SOFTWARE LICENSE AND TERMS

6.1 Seller shall furnish the software to Purchaser as set forth in purchase orders submitted and executed by Purchaser and shall acquire the right to license the software to Purchaser. For purposes of this Article, the term "Purchaser" means the Mississippi State Department of Health, its employees, and any third party consultants or outsourcers engaged by Purchaser who have a need to know and who shall be bound by the terms and conditions of this license and Agreement.

6.2 Seller accepts sole responsibility for: (a) Purchaser's system configuration, design, and requirements; (b) the selection of the software to achieve Purchaser's intended results; (c) the results obtained from the software; and (d) modifications, changes, or alterations to the software provided by Seller.

6.3 Seller understands and agrees that Purchaser shall have: (a) a non-exclusive, non-transferable, state-wide, enterprise-wide unlimited, and perpetual license for the software listed in Exhibit A; (b) the right to use and customize the software products and the related documentation for Purchaser's business operations in accordance with the terms and conditions of this Agreement; (c) unlimited use by unlimited number of licensed users of the software products acquired for Purchaser's operations; (d) use of such software products with a backup platform system, should it be deemed necessary by Purchaser; (e) the right to copy such software for safekeeping, backup, and disaster recovery purposes; (f) the right to combine the software with other programs and modules and the right to create interfaces to other programs; and (g) the right to reproduce any and all physical documentation supplied under the terms of this Agreement.

6.4 Purchaser agrees that, except as noted herein, it will not otherwise copy, translate, modify, adapt, decompile, disassemble, or reverse engineer any of the software without the prior written consent of Seller. All title and proprietary rights, whether tangible or intangible, including but not limited to copyright, trademark, and trade secret rights, in and to the software are retained by the Seller or the third party software manufacturer as applicable. Purchaser agrees to reproduce and include the copyright, trademark, and other proprietary rights notices on any copies made of the software and documentation.

ARTICLE 7 CONVERSION AND TRAINING

Seller shall, for the fees specified in the attached Exhibit A, provide the conversion activities as well as the training specified in RFP No. 3550 and Seller's Proposal, as accepted by Purchaser, in response thereto. Seller and Purchaser shall mutually agree on the time for the training and an outline of the training to be provided. Seller specifically understands and agrees that Purchaser will not accept the system until Seller completes the conversion and training requirements. Seller agrees to provide, upon delivery, all user documentation and technical manuals needed to fully acquaint the user with operation of the software.

ARTICLE 8 CONSIDERATION AND METHOD OF PAYMENT

8.1 Except as provided in the Change Order Rate and Procedure Article of this Agreement, the total compensation to be paid to the Seller by the Purchaser shall not exceed the fixed price of INSERT TOTAL DOLLAR AMOUNT for all software, products, services, and performances under this Agreement, payable as described in Exhibit A, unless prior written authorization from ITS has been obtained. Authorization of payments is subject to the written approval of the Purchaser.

8.2 The Seller and the Purchaser agree to the Deliverable Schedule as set forth in the Payment Schedule and Deliverables List included as Exhibit A to this Agreement. The Seller will receive payment in the amount indicated in Article 8.1 herein, less retainage to be withheld in accordance with the Retainage Article herein, upon written acceptance by the Purchaser of each of the deliverables defined therein. The parties agree that as the project work plan is revised by written agreement of the parties during the term of this Agreement, the anticipated dates for acceptance of deliverables and for the corresponding payments to the Seller, but not the amounts of those payments, may likewise be revised only by written agreement of the parties.

8.3 Upon written acceptance, as set forth in Article 5 herein, by the Purchaser of a deliverable which has an associated payment, the Seller will invoice the Purchaser for the invoice amount of that payment as indicated in the attached Exhibit A, less retainage to be withheld in accordance with the Retainage Article herein. Seller shall certify that the billing is true and correct. The State may, at its sole discretion, require Seller to submit invoices and supporting documentation electronically at any time during the term of this Agreement. Purchaser agrees to pay Seller in accordance with Mississippi law on "Timely Payments for Purchases by Public Bodies," Sections 31-7-301, et seq. of the 1972 Mississippi Code Annotated, as amended, which generally provides for payment of undisputed amounts by the State within forty-five (45) days of receipt of the invoice. Seller understands and agrees that Purchaser is exempt from the payment of taxes. All payments should be made in United States currency. Payments by state agencies that make payments through the Statewide Automated Accounting System ("SAAS") shall be made and remittance information provided electronically as directed by the State. Payments by SAAS agencies shall be deposited into the bank account of the Seller's choice. No payment, including final payment, shall be construed as acceptance of defective products or incomplete work, and the Seller shall remain responsible and liable for full performance in strict compliance with the contract documents specified in the article herein titled "Entire Agreement."

8.4 Acceptance by the Seller of the last payment from the Purchaser shall operate as a release of all claims against the State by the Seller and any subcontractors or other persons supplying labor or materials used in the performance of the work under this Agreement.

ARTICLE 9 WARRANTIES

9.1 Seller represents and warrants that all software and services provided by Seller shall meet or exceed the minimum specifications set forth in RFP No. 3550 and Seller's Proposal in response thereto.

9.2 Seller represents and warrants that Seller has the right to license the software provided under this Agreement.

9.3 Seller represents and warrants that all software furnished will be free from material defects for a period of INSERT WARRANTY PERIOD after final acceptance of the complete system and will provide Purchaser complete functionality necessary for the operation of the system as stated in RFP No. 3550 and the Seller's Proposal in response thereto. This warranty shall cover all components of the system, including but not limited to all programs, screens, reports, subroutines, utilities, file structures, documentation, interfaces, or other items provided by the Seller. This warranty will apply to the base package plus any customized programs, screens, reports, subroutines, interfaces, utilities, file structures, documentation, or other items proposed and delivered by the Seller specifically for this project. The Seller shall give immediate high priority attention to any mission critical corrections that are needed. If the software does not function accordingly, Seller shall, within five (5) working days and at no cost to Purchaser, correct the defects identified, or replace the software with software that is compliant with this warranty. In the event Seller cannot repair or replace the software, Seller shall at the State's election, either refund the fees paid for the software and for any services that directly relate to the defective software, or secure alternate software, acceptable to the Purchaser which will insure functionality of the system.

9.4 Seller represents and warrants that the turnkey system is fit for the particular purpose set forth in this Agreement and RFP No. 3550, with regard to Purchaser's foreseeable or projected needs.

9.5 Seller represents and warrants that it has and will obtain and pass through to Purchaser any and all warranties obtained or available from the licensor of software supplied to Seller.

9.6 Seller represents and warrants that all work performed hereunder, including but not limited to consulting, conversion, training, technical support, and maintenance, shall be performed by competent personnel, shall be of professional quality consistent with generally accepted industry standards for the performance of such services, and shall comply in all respects with the requirements of this Agreement. For any breach of this warranty, the Seller shall, for a period of ninety (90) days from the performance of service, perform the services again at no cost

to the Purchaser, or if the Seller is unable to perform the services as warranted, the Seller shall reimburse the Purchaser the fees paid to the Seller for the unsatisfactory services.

9.7 Seller represents and warrants that there is no disabling code or a lockup program or device embedded in the software provided to Purchaser. Seller further agrees that it will not under any circumstances, including enforcement of a valid contract right, (a) install or trigger a lockup program or device, or (b) take any step which would in any manner interfere with Purchaser's use of the software and/or which would restrict Purchaser from accessing its data files or in any way interfere with the transaction of Purchaser's business. For any breach of this warranty, Seller, at its expense, shall, within five (5) working days after receipt of notification of the breach, deliver Products to Purchaser that are free of such disabling code or a lockup program or device.

9.8 Seller represents and warrants that the software, as delivered to Purchaser, does not contain a computer virus. For any breach of this warranty, Seller, at its expense, shall, within five (5) working days after receipt of notification of the breach, deliver Products to Purchaser that are free of any virus and shall be responsible for repairing, at Seller's expense, any and all damage done by the virus to Purchaser's site.

9.9 Seller represents and warrants that upon completion of the project the Seller and all subcontractors shall convey to Purchaser copies of all interim reports, data collection forms, and any working papers that support the final acceptance of the system.

9.10 Seller represents and warrants that it presently has and will continue to maintain, at its own expense, throughout the term of this Agreement, valid licenses for all software, trademarks, service marks, patents and copyrighted material and any other proprietary information of a third party that it will deploy in support of all products Seller uses in the performance of this Agreement. Seller further represents and warrants that upon Purchaser's request, Seller shall pass through such licenses to Purchaser at no cost to Purchaser. In the event the licenses are passed through to Purchaser, such licenses shall name the Purchaser as the license holder of record and such licenses shall be established in such a manner so as to survive the termination/expiration of this Agreement. For any breach of the preceding warranty, Seller at its own expense shall within five (5) business days after receipt of notification of the breach, secure and/or pass through, as applicable, the necessary licenses. Failure of the Seller to secure and/or pass through such licenses to Purchaser shall be considered a material breach of this Agreement and the Purchaser may, at its sole discretion, pursue its rights as set forth in the Termination Article herein and any other rights and remedies it may have at law or in equity.

9.11 Seller represents and warrants that it will ensure its compliance with the Mississippi Employment Protection Act, Section 71-11-1, et seq. of the Mississippi Code Annotated

(Supp2008), and will register and participate in the status verification system for all newly hired employees. The term "employee" as used herein means any person that is hired to perform work within the State of Mississippi. As used herein, "status verification system" means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program. Seller agrees to maintain records of such compliance and, upon request of the State, to provide a copy of each such verification to the State. Seller further represents and warrants that any person assigned to perform services hereunder meets the employment eligibility requirements of all immigration laws of the State of Mississippi. Seller understands and agrees that any breach of these warranties may subject Seller to the following: (a) termination of this Agreement and ineligibility for any state or public contract in Mississippi for up to three (3) years, with notice of such cancellation/termination being made public, or (b) the loss of any license, permit, certification or other document granted to Seller by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year, or (c) both. In the event of such termination/cancellation, Seller would also be liable for any additional costs incurred by the State due to contract cancellation or loss of license or permit.

9.12 Seller represents and warrants that the system provided pursuant to this Agreement will pass both internal security audits and independent security audits. For any breach of the preceding warranty at any time during which the system is covered by warranty, maintenance and/or support, Seller shall, at its own expense and at no cost to Purchaser, remediate any defect, anomaly or security vulnerability in the system by repairing and/or replacing any and all components of the system necessary in order for the system to be secure.

ARTICLE 10 INFRINGEMENT INDEMNIFICATION

Seller represents and warrants that neither the software, its elements, nor the use thereof violates or infringes on any copyright, patent, trademark, servicemark, trade secret, or other proprietary right of any person or entity. Seller, at its own expense, shall defend or settle any and all infringement actions filed against Seller or Purchaser which involve the software provided under this Agreement and shall pay all settlements, as well as all costs, attorney fees, damages, and judgment finally awarded against Purchaser. If the continued use of the products for the purpose intended is threatened to be enjoined or is enjoined by any court of competent jurisdiction, Seller shall, at its expense: (a) first procure for Purchaser the right to continue using such products, or upon failing to procure such right; (b) modify or replace them with non-infringing products while maintaining substantially similar software functionality or data/informational content, or upon failing to secure either such right; (c) refund to Purchaser the software license fees previously paid by Purchaser for the products Purchaser may no longer use. Said refund shall be paid within ten (10) working days of notice to Purchaser to discontinue said use.

ARTICLE 11 SOFTWARE SUPPORT

11.1 Prior to expiration of the warranty period, Seller shall notify Purchaser in writing of the impending warranty expiration, and Purchaser shall in turn notify Seller of its decision to either obtain software support or to forgo it. Upon notification of intent to obtain software support, Seller shall provide Purchaser, for the annual fee specified in the attached Exhibit A, the software support services as herein described.

11.2 Seller shall provide, for the periods set forth in Exhibit A, software support services as specified in RFP No. 3550 and Seller's Proposal, as accepted by Purchaser, in response thereto, with said support to include, but not be limited to, the following: (a) upon notification of software errors, Seller shall provide all remedial support and assistance needed to correct the errors which affect the operation of the software; (b) the provision of regular updates, new releases, and enhancements as they are released, but no less than one (1) annually; (c) unlimited toll-free technical telephone support in the operation of the software system INSERT WHETHER THE SUPPORT IS 24x7 OR MONDAY THROUGH FRIDAY AND THE TIMES, with a guaranteed one (1) hour telephone response time; priority placement in the support queue shall be given to all system locking situations or problems claimed by Purchaser to be a mission critical process; and (d) on-site support in the operation of the software products if reasonably convenient or necessary in the opinion of the Seller. It is further understood that in the event the software product lines are discontinued, Seller shall be responsible for supporting the last software release implemented by the Purchaser for a minimum of five (5) years thereafter, with the same level of support as described in this Article. Should Seller migrate away from the database currently required for the software installed for Purchaser to a different database, Seller shall provide updated product and new database licensing to Purchaser at no cost to Purchaser.

11.3 Sixty (60) days prior to expiration of the initial software support period or any renewal term thereof, Seller shall notify Purchaser in writing of the impending expiration, and Purchaser shall have thirty (30) days in which to notify Seller of its decision to either renew or cancel any further software support. In no event shall the cost for software support increase by more than five percent (5%) per year.

ARTICLE 12 EMPLOYMENT STATUS

12.1 Seller shall, during the entire term of this Agreement, be construed to be an independent contractor. Nothing in this Agreement is intended to nor shall it be construed to create an employer-employee relationship or a joint venture relationship.

12.2 Seller represents that it is qualified to perform the duties to be performed under this Agreement and that it has or will secure, if needed, at its own expense, applicable personnel who shall be qualified to perform the duties required under this Agreement. Such personnel shall not be deemed in any way, directly or indirectly, expressly or by implication, to be employees of

Purchaser. Seller shall pay, when due, all salaries and wages of its employees, and it accepts exclusive responsibility for the payment of federal income tax, state income tax, social security, unemployment compensation, and any other withholdings that may be required. Neither Seller nor employees of Seller are entitled to state retirement or leave benefits.

12.3 Any person assigned by Seller to perform the services hereunder shall be the employee of Seller, who shall have the sole right to hire and discharge its employee. Purchaser may, however, direct Seller to replace any of its employees under this Agreement. If Seller is notified within the first eight (8) hours of assignment that the person is unsatisfactory, Seller will not charge Purchaser for those hours.

12.4 It is further understood that the consideration expressed herein constitutes full and complete compensation for all services and performances hereunder and that any sum due and payable to Seller shall be paid as a gross sum with no withholdings or deductions being made by Purchaser for any purpose from said contract sum.

ARTICLE 13 BEHAVIOR OF EMPLOYEES/SUBCONTRACTORS

Seller will be responsible for the behavior of all its employees and subcontractors while on the premises of any Purchaser location. Any employee or subcontractor acting in a manner determined by the administration of that location to be detrimental, abusive, or offensive to any of the staff will be asked to leave the premises and may be suspended from further work on the premises. All Seller employees and subcontractors who will be working at such locations to install or repair Products shall be covered by Seller's comprehensive general liability insurance policy.

ARTICLE 14 MODIFICATION OR RENEGOTIATION

This Agreement may be modified only by written agreement signed by the parties hereto, and any attempt at oral modification shall be void and of no effect. The parties agree to renegotiate the Agreement if federal and/or state revisions of any applicable laws or regulations make changes in this Agreement necessary.

ARTICLE 15 ASSIGNMENT AND SUBCONTRACTS

15.1 Neither party may assign or otherwise transfer this Agreement or its obligations hereunder without the prior written consent of the other party, which consent shall not be unreasonably withheld. Any attempted assignment or transfer of its obligations without such consent shall be null and void. This Agreement shall be binding upon the parties' respective successors and assigns.

15.2 Seller must obtain the written approval of Purchaser before subcontracting any portion of this Agreement. No such approval by Purchaser of any subcontract shall be deemed in any way

to provide for the incurrence of any obligation of Purchaser in addition to the total fixed price agreed upon in this Agreement. All subcontracts shall incorporate the terms of this Agreement and shall be subject to the terms and conditions of this Agreement and to any conditions of approval that Purchaser may deem necessary.

15.3 Seller represents and warrants that any subcontract agreement Seller enters into shall contain a provision advising the subcontractor that the subcontractor shall have no lien and no legal right to assert control over any funds held by the Purchaser, that the subcontractor acknowledges that no privity of contract exists between the Purchaser and the subcontractor, and that the Seller is solely liable for any and all payments which may be due to the subcontractor pursuant to its subcontract agreement with the Seller. The Seller shall indemnify and hold harmless the State from and against any and all claims, demands, liabilities, suits, actions, damages, losses, costs, and expenses of every kind and nature whatsoever arising as a result of Seller's failure to pay any and all amounts due by Seller to any subcontractor, materialman, laborer, or the like.

15.4 All subcontractors shall be bound by any negotiation, arbitration, appeal, adjudication, or settlement of any dispute between the Seller and the Purchaser, where such dispute affects the subcontract.

ARTICLE 16 AVAILABILITY OF FUNDS

It is expressly understood and agreed that the obligation of Purchaser to proceed under this Agreement is conditioned upon the appropriation of funds by the Mississippi State Legislature and the receipt of state and/or federal funds for the performances required under this Agreement. If the funds anticipated for the fulfillment of this Agreement are not forthcoming or are insufficient, either through the failure of the federal government to provide funds or of the State of Mississippi to appropriate funds, or if there is a discontinuance or material alteration of the program under which funds were available to Purchaser for the payments or performance due under this Agreement, Purchaser shall have the right to immediately terminate this Agreement without damage, penalty, cost, or expense to Purchaser of any kind whatsoever. The effective date of termination shall be as specified in the notice of termination. Purchaser shall have the sole right to determine whether funds are available for the payments or performances due under this Agreement.

ARTICLE 17 TERMINATION

Notwithstanding any other provision of this Agreement to the contrary, this Agreement may be terminated, in whole or in part, as follows: (a) upon the mutual, written agreement of the parties; (b) by Purchaser, without the assessment of any penalties, immediately upon written notice to Seller, if Seller becomes the subject of bankruptcy, reorganization, liquidation, or receivership proceedings, whether voluntary or involuntary; (c) by Purchaser, without the assessment of any

penalties, for any reason after giving thirty (30) days written notice specifying the effective date thereof to Seller; or (d) by either party in the event of a breach of a material term or provision of this Agreement where such breach continues for thirty (30) days after the breaching party receives written notice from the other party. Upon termination, Purchaser will be entitled to a refund of applicable unexpended prorated annual software support fees/charges, if any. In the event of termination, Seller shall be paid for satisfactory work completed or services rendered by Seller in connection with this Agreement and accepted by Purchaser as of the date of receipt of notification of termination. In no case shall said compensation exceed the total contract price. The provisions of this Article do not limit either party's right to pursue any other remedy available at law or in equity.

ARTICLE 18 GOVERNING LAW

This Agreement shall be construed and governed in accordance with the laws of the State of Mississippi, and venue for the resolution of any dispute shall be Jackson, Hinds County, Mississippi. Seller expressly agrees that under no circumstances shall Purchaser or ITS be obligated to pay an attorney's fee, prejudgment interest, or the cost of legal action to Seller. Further, nothing in this Agreement shall affect any statutory rights Purchaser may have that cannot be waived or limited by contract.

ARTICLE 19 WAIVER

Failure of either party hereto to insist upon strict compliance with any of the terms, covenants, and conditions hereof shall not be deemed a waiver or relinquishment of any similar right or power hereunder at any subsequent time or of any other provision hereof, nor shall it be construed to be a modification of the terms of this Agreement. A waiver by the State, to be effective, must be in writing, must set out the specifics of what is being waived, and must be signed by an authorized representative of the State.

ARTICLE 20 SEVERABILITY

If any term or provision of this Agreement is prohibited by the laws of the State of Mississippi or declared invalid or void by a court of competent jurisdiction, the remainder of this Agreement shall be valid and enforceable to the fullest extent permitted by law, provided that the State's purpose for entering into this Agreement can be fully achieved by the remaining portions of the Agreement that have not been severed.

ARTICLE 21 CAPTIONS

The captions or headings in this Agreement are for convenience only and in no way define, limit, or describe the scope or intent of any provision or section of this Agreement.

ARTICLE 22 HOLD HARMLESS

To the fullest extent allowed by law, Seller shall indemnify, defend, save and hold harmless, protect, and exonerate Purchaser, ITS and the State, its Board Members, officers, employees, agents, and representatives from and against any and all claims, demands, liabilities, suits, actions, damages, losses, costs, and expenses of every kind and nature whatsoever, including, without limitation, court costs, investigative fees and expenses, attorney fees, and claims for damages arising out of or caused by Seller and/or its partners, principals, agents, employees, or subcontractors in the performance of or failure to perform this Agreement.

ARTICLE 23 THIRD PARTY ACTION NOTIFICATION

Seller shall notify Purchaser in writing within five (5) business days of Seller filing bankruptcy, reorganization, liquidation or receivership proceedings or within five (5) business days of its receipt of notification of any action or suit being filed or any claim being made against Seller or Purchaser by any entity that may result in litigation related in any way to this Agreement and/or which may affect the Seller's performance under this Agreement. Failure of the Seller to provide such written notice to Purchaser shall be considered a material breach of this Agreement and the Purchaser may, at its sole discretion, pursue its rights as set forth in the Termination Article herein and any other rights and remedies it may have at law or in equity.

ARTICLE 24 AUTHORITY TO CONTRACT

Seller warrants that it is a validly organized business with valid authority to enter into this Agreement, that entry into and performance under this Agreement is not restricted or prohibited by any loan, security, financing, contractual, or other agreement of any kind, and notwithstanding any other provision of this Agreement to the contrary, that there are no existing legal proceedings or prospective legal proceedings, either voluntary or otherwise, which may adversely affect its ability to perform its obligations under this Agreement.

ARTICLE 25 NOTICE

Any notice required or permitted to be given under this Agreement shall be in writing and personally delivered or sent by electronic means, provided that the original of such notice is sent by certified United States mail, postage prepaid, return receipt requested, or overnight courier with signed receipt, to the party to whom the notice should be given at their business address listed herein. ITS' address for notice is: Mr. David L. Litchliter, Executive Director, Mississippi Department of Information Technology Services, 301 North Lamar Street, Suite 508, Jackson, Mississippi 39201. Purchaser's address for notice is: Mr. Marc D. Wilson, Chief Information Officer, Mississippi State Department of Health, 570 East Woodrow Wilson Drive, Osborne Building, Suite 110, Jackson, Mississippi 39215. The Seller's address for notice is: INSERT VENDOR NOTICE INFORMATION. Notice shall be deemed given when actually received or when refused. The parties agree to promptly notify each other in writing of any change of address.

ARTICLE 26 RECORD RETENTION AND ACCESS TO RECORDS

Seller shall establish and maintain financial records, supporting documents, statistical records and such other records as may be necessary to reflect its performance of the provisions of this Agreement. The Purchaser, ITS, any state or federal agency authorized to audit Purchaser, and/or any of their duly authorized representatives, shall have unimpeded, prompt access to this Agreement and to any of the Seller's proposals, books, documents, papers and/or records that are pertinent to this Agreement to make audits, copies, examinations, excerpts and transcriptions at the State's or Seller's office as applicable where such records are kept during normal business hours. All records relating to this Agreement shall be retained by the Seller for four (4) years from the date of receipt of final payment under this Agreement. However, if any litigation or other legal action, by or for the state or federal government has begun that is not completed at the end of the four (4) year period, or if an audit finding, litigation or other legal action has not been resolved at the end of the four (4) year period, the records shall be retained until resolution.

ARTICLE 27 INSURANCE

Seller represents that it will maintain workers' compensation insurance as prescribed by law, which shall inure to the benefit of Seller's personnel, as well as comprehensive general liability and employee fidelity bond insurance. Seller will, upon request, furnish Purchaser with a certificate of conformity providing the aforesaid coverage.

ARTICLE 28 DISPUTES

Any dispute concerning a question of fact under this Agreement, which is not disposed of by agreement of the Seller and Purchaser, shall be decided by the Executive Director of ITS or his/her designee. This decision shall be reduced to writing and a copy thereof mailed or furnished to the parties. Disagreement with such decision by either party shall not constitute a breach under the terms of this Agreement. Such disagreeing party shall be entitled to seek such other rights and remedies it may have at law or in equity.

ARTICLE 29 COMPLIANCE WITH LAWS

Seller shall comply with and all activities under this Agreement shall be subject to all Purchaser policies and procedures and all applicable federal, state, and local laws, regulations, policies, and procedures as now existing and as may be amended or modified. Specifically, but not limited to, Seller shall not discriminate against any employee nor shall any party be subject to discrimination in the performance of this Agreement because of race, creed, color, sex, age, national origin, or disability.

ARTICLE 30 CONFLICT OF INTEREST
Seller shall notify Purchaser of any potential conflict of interest resulting from the representation of or service to other clients. If such conflict cannot be resolved to Purchaser's satisfaction, Purchaser reserves the right to terminate this Agreement.

ARTICLE 31 SOVEREIGN IMMUNITY
By entering into this Agreement with Seller, the State of Mississippi does in no way waive its sovereign immunities or defenses as provided by law.

ARTICLE 32 CONFIDENTIAL INFORMATION
32.1 Seller shall treat all Purchaser data and information to which it has access by its performance under this Agreement as confidential and shall not disclose such data or information to a third party without specific written consent of Purchaser. In the event that Seller receives notice that a third party requests divulgence of confidential or otherwise protected information and/or has served upon it a subpoena or other validly issued administrative or judicial process ordering divulgence of such information, Seller shall promptly inform Purchaser and thereafter respond in conformity with such subpoena to the extent mandated by state and/or federal laws, rules, and regulations. This Article shall survive the termination or completion of this Agreement, shall continue in full force and effect, and shall be binding upon the Seller and its agents, employees, successors, assigns, subcontractors, or any party or entity claiming an interest in this Agreement on behalf of or under the rights of the Seller, following any termination or completion of this Agreement.

32.2 With the exception of any attached exhibits which are labeled as "confidential", the parties understand and agree that this Agreement does not constitute confidential information, and may be reproduced and distributed by the State without notification to Seller. ITS will provide third party notice to Seller of any requests received by ITS for any such confidential exhibits so as to allow Seller the opportunity to protect the information by court order as outlined in ITS Public Records Procedures.

ARTICLE 33 EFFECT OF SIGNATURE
Each person signing this Agreement represents that he or she has read the Agreement in its entirety, understands its terms, is duly authorized to execute this Agreement on behalf of the parties, and agrees to be bound by the terms contained herein. Accordingly, this Agreement shall not be construed or interpreted in favor of or against the State or the Seller on the basis of draftsmanship or preparation hereof.

ARTICLE 34 OWNERSHIP OF DOCUMENTS AND WORK PRODUCTS
All data, electronic or otherwise, collected by Seller and all documents, notes, programs, databases (and all applications thereof), files, reports, studies, and/or other material collected and

prepared by Seller in connection with this Agreement, whether completed or in progress, shall be the property of the United States Department of Agriculture Food and Nutrition Services ("USDA/FNS") upon completion of this Agreement or upon termination of this Agreement. USDA/FNS hereby reserves all rights to the databases and all applications thereof and to any and all information and/or materials prepared in connection with this Agreement. Seller is prohibited from use of the above described information and/or materials without the express written approval of USDA/FNS.

ARTICLE 35 NON-SOLICITATION OF EMPLOYEES

Seller agrees not to employ or to solicit for employment, directly or indirectly, any of the Purchaser's employees until at least one (1) year after the expiration/termination of this Agreement, unless mutually agreed to the contrary in writing by the Purchaser and the Seller, and provided that such an agreement between these two entities is not a violation of the laws of the State of Mississippi or the federal government.

ARTICLE 36 ENTIRE AGREEMENT

36.1 This Agreement constitutes the entire agreement of the parties with respect to the subject matter contained herein and supersedes and replaces any and all prior negotiations, understandings, and agreements, written or oral, between the parties relating hereto, including all terms of any unsigned or "shrink-wrap" license included in any package, media, or electronic version of Seller-furnished software, or any "click-wrap" or "browse-wrap" license presented in connection with a purchase via the Internet. The RFP No. 3550 and Seller's Proposal in response to RFP No. 3550 are hereby incorporated into and made a part of this Agreement.

36.2 The Agreement made by and between the parties hereto shall consist of and precedence is hereby established by the order of the following:

A. This Agreement signed by both parties;
B. Any exhibits attached to this Agreement;
C. RFP No. 3550 and written addenda; and
D. Seller's Proposal, as accepted by Purchaser, in response to RFP No. 3550.

36.3 The intent of the above listed documents is to include all items necessary for the proper execution and completion of the services by the Seller. The documents are complementary, and what is required by one shall be binding as if required by all. A higher order document shall supersede a lower order document to the extent necessary to resolve any conflict or inconsistency arising under the various provisions thereof, provided, however, that in the event an issue is addressed in one of the above mentioned documents but is not addressed in another of such documents, no conflict or inconsistency shall be deemed to occur by reason thereof. The documents listed above are shown in descending order of priority, that is, the highest document

begins with the first listed document ("A. This Agreement") and the lowest document is listed last ("D. Seller's Proposal").

ARTICLE 37 STATE PROPERTY AND LOCATION OF WORK

37.1 Seller shall be responsible for the proper custody of any Purchaser-owned property furnished for Seller's use in connection with work performed pursuant to this Agreement. Seller shall reimburse the Purchaser for any loss or damage, normal wear and tear excepted.

37.2 All work provided in connection with this contract will be required to be performed on-site in the Purchaser's offices in Jackson, Mississippi, unless written approval is received from the State. Seller accepts full responsibility for all problems arising out of a decision to perform off-site work.

ARTICLE 38 SURVIVAL

Articles 9, 10, 11, 18, 22, 26, 31, 32, 34, 35, and all other articles, which by their express terms so survive or which should so reasonably survive, shall survive any termination or expiration of this Agreement.

ARTICLE 39 DEBARMENT AND SUSPENSION CERTIFICATION

Seller certifies that neither it nor its principals: (a) are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency; (b) have, within a three (3) year period preceding this Agreement, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are presently indicted of or otherwise criminally or civilly charged by a governmental entity with the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state anti-trust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; and (d) have, within a three (3) year period preceding this Agreement, had one or more public transactions (federal, state, or local) terminated for cause or default.

ARTICLE 40 NETWORK SECURITY

Seller and Purchaser understand and agree that the State of Mississippi's Enterprise Security Policy mandates that all remote access to and/or from the State network must be accomplished via a Virtual Private Network (VPN). If remote access is required at any time during the life of this Agreement, Seller and Purchaser agree to implement/maintain a VPN for this connectivity.

This required VPN must be IPSec-capable (ESP tunnel mode) and will terminate on a Cisco VPN-capable device (i.e. VPN concentrator, PIX firewall, etc.) on the State's premises. Seller agrees that it must, at its expense, implement/maintain a compatible hardware/software solution to terminate the specified VPN on the Seller's premises. The parties further understand and agree that the State protocol standard and architecture are based on industry-standard security protocols and manufacturer engaged at the time of contract execution. The State reserves the right to introduce a new protocol and architecture standard and require the Seller to comply with same in the event the industry introduces a more secure, robust protocol to replace IPSec/ESP and/or there is a change in the manufacturer engaged.

ARTICLE 41 STATUTORY AUTHORITY

By virtue of Section 25-53-21 of the Mississippi Code Annotated, as amended, the Executive Director of ITS is the purchasing and contracting agent for the State of Mississippi in the negotiation and execution of all contracts for the acquisition of information technology equipment, software, and services. The parties understand and agree that ITS as contracting agent is not responsible or liable for the performance or non-performance of any of Purchaser's or Seller's contractual obligations, financial or otherwise, contained within this Agreement.

ARTICLE 42 CHANGE ORDER RATE AND PROCEDURE

42.1 It is understood that the State may, at any time, by a written order, make changes in the scope of the project. No changes in scope are to be conducted or performed by the Seller except by the express written approval of the State. The Seller shall be obligated to perform all changes requested by the Purchaser which have no price or schedule effect.

42.2 The Seller shall have no obligation to proceed with any change that has a price or schedule effect until the parties have mutually agreed in writing thereto. Neither the State nor the Seller shall be obligated to execute such a change order; if no such change order is executed, the Seller shall not be obliged or authorized to perform services beyond the scope of this Agreement and the contract documents. All executed change orders shall be incorporated into previously defined deliverables.

42.3 With respect to any change orders issued in accordance with this Article, the Seller shall be compensated for work performed under a change order according to the hourly change order rate specified in (SPECIFY EITHER "SELLER'S PROPOSAL IN RESPONSE TO RFP 3550," OR "THE ATTACHED EXHIBIT A"), which is incorporated herein. If there is a service that is not defined in the change order rate, the Seller and the State will negotiate the rate. The Seller agrees that each change order rate shall be a "fully loaded" rate, that is, it includes the cost of all materials, travel expenses, per diem, and all other expenses and incidentals incurred by the Seller in the performance of the change order. The Seller shall invoice the Purchaser upon acceptance

by the Purchaser of all work documented in the change order, and the Purchaser shall pay invoice amounts on the terms set forth in this Agreement.

42.4 Upon agreement of the parties to enter into a change order, the parties will execute such a change order setting forth in reasonable detail the work to be performed thereunder, the revisions necessary to the specifications or performance schedules of any affected project work plan, and the estimated number of professional services hours that will be necessary to implement the work contemplated therein. The price of the work to be performed under any change order will be determined based upon the change order rate; however, the change order will be issued for a total fixed dollar amount and may not be exceeded regardless of the number of hours actually expended by the Seller to complete the work required by that change order. The project work plan will be revised as necessary.

42.5 The Seller will include in the progress reports delivered under this Agreement the status of work performed under all then current change orders.

42.6 In the event the Seller and the State enter into a change order which increases or decreases the time required for the performance of any part of the work under this Agreement, the Seller shall submit to the Purchaser a revised version of the project work plan clearly indicating all changes at least five (5) working days prior to implementing any such changes.

42.7 The Purchaser shall promptly review all revised project work plans submitted under this Agreement and shall notify the Seller of its approval or disapproval, in whole or in part, of the proposed revisions, stating with particularity all grounds for any disapproval, within ten (10) working days of receiving the revisions from the Seller. If the Purchaser fails to respond in such time period or any extension thereof, the Purchaser shall be deemed to have approved the revised project work plan.

ARTICLE 43 RETAINAGE

To secure the Seller's performance under this Agreement, the Seller agrees that the Purchaser shall hold back as retainage twenty-five percent (25%) of each amount payable, including amounts payable under Change Orders, under this Agreement. Upon successful completion of each phase, the Purchaser, in its sole discretion, may opt to release five percent (5%) of the retainage held for that phase, with the remaining twenty percent (20%) for that phase being held until final acceptance of the system by the Purchaser. In the event the Purchaser does not elect to release the retainage as stated in the preceding sentence, the retainage amount will continue to be held until final acceptance of the system by the State and the expiration of the warranty period.

ARTICLE 44 PERSONNEL ASSIGNMENT GUARANTEE

Seller guarantees that the key personnel assigned to this project will remain a part of the project throughout the duration of the Agreement, as long as the key personnel are employed by the Seller and are not replaced by Seller pursuant to the third paragraph of the Article herein titled "Employment Status." Seller further agrees that the assigned key personnel will function in the capacity for which their services were acquired throughout the life of the Agreement, and any failure by Seller to so provide these persons shall entitle the State to terminate this Agreement for cause. Seller agrees to pay the Purchaser fifty percent (50%) of the total contract amount if any of the assigned key personnel is removed from the project prior to the ending date of the contract for reasons other than departure from Seller's employment or replacement by Seller pursuant to the third paragraph of the Article herein titled "Employment Status." Subject to the State's written approval, the Seller may substitute qualified persons in the event of the separation of the incumbents therein from employment with Seller or for other compelling reasons that are acceptable to the State and may assign additional staff to provide technical support to Purchaser. The replacement personnel shall have equal or greater ability, experience, and qualifications than the departing personnel and shall be subject to the prior written approval of the Purchaser. The Seller shall not permanently divert any staff member from meeting work schedules developed and approved under this Agreement, unless approved in writing by the Purchaser. In the event of Seller personnel loss or redirection, the services performed by the Seller shall be uninterrupted and the Seller shall report in required status reports its efforts and progress in finding replacements and the effect of the absence of those personnel.

ARTICLE 45 LIQUIDATED DAMAGES

It is agreed by the parties hereto that time is of the essence and that in the event of a delay in the delivery and installation deadlines or delay in the satisfactory completion and acceptance of the services provided for herein, damage shall be sustained by Purchaser. In the event of a delay as described herein, Seller shall pay Purchaser, within five (5) calendar days from the date of receipt of notice, fixed and liquidated damages of five hundred dollars ($500.00) per day for each calendar day of delay caused by Seller. Purchaser may offset amounts due it as liquidated damages against any monies due Seller under this Agreement. Purchaser will notify Seller in writing of any claim for liquidated damages pursuant hereto on or before the date Purchaser deducts such sums from money payable to Seller. Any liquidated damages assessed are in addition to and not in limitation of any other rights or remedies of Purchaser.

ARTICLE 46 PERFORMANCE BOND

As a condition precedent to the formation of this Agreement, the Seller must provide a performance bond as herein described. To secure the Seller's performance, the Seller shall procure, submit to the State with this executed Agreement, and maintain in effect at all times during the course of this Agreement a performance bond in the amount of one hundred dollars. The bond shall be accompanied by a duly authenticated or certified document evidencing that the

person executing the bond is a licensed Mississippi agent for the bonding company. This certified document shall identify the name and address of the person or entity holding the performance bond and shall identify a contact person to be notified in the event the State is required to take action against the bond. The term of the performance bond shall be concurrent with the term of this Agreement, with the exception of post-warranty maintenance and support, and shall not be released to Seller until final acceptance of all products and deliverables required herein or until the warranty period, if any, has expired, whichever occurs last. If applicable, and at the State's sole discretion, the State may, at any time during the warranty period, review Seller's performance and performance of the products/services delivered and determine that the Seller's performance bond may be reduced or released prior to expiration of the full warranty period. The performance bond shall be procured at Seller's expense and be payable to the Purchaser. The cost of the bond may be invoiced to the Purchaser after project initiation only if itemized in the Seller's cost proposal and in the attached Exhibit A. Prior to approval of the performance bond, the State reserves the right to review the bond and require Seller to substitute an acceptable bond in such form as the State may reasonably require. The premiums on such bond shall be paid by Seller. The bond must specifically refer to this Agreement and shall bind the surety to all of the terms and conditions of this Agreement. If the Agreement is terminated due to Seller's failure to comply with the terms thereof, Purchaser may claim against the performance bond.

ARTICLE 47 ESCROW OF SOURCE CODE

47.1 With the execution of this Agreement, the Seller shall place and maintain a current copy of the data dictionary, documentation, object code, and source code in escrow and shall furnish Purchaser with a copy of the escrow agreement and the name and address of the agent. The escrow agreement shall authorize the escrow agent to release, at no cost to Purchaser, the data dictionary, documentation, object code, and source code to Purchaser if and when the Purchaser is deemed to have a right under this Article. The Seller shall pay all costs of providing and maintaining the escrow agreement, including the fees of the escrow agent. The copy of the source code placed in escrow shall be reproduced and maintained on magnetic tape or disk using a commonly accepted data recording protocol. Program documentation sufficient to allow a competent programmer to use and maintain the source code programs must accompany the source code. When a change is made to the object code or source code by or on behalf of the Seller during the term of the escrow agreement, the revised code, including the change, shall be delivered to the escrow agent not later than thirty (30) calendar days after the change is effected by or on behalf of the Seller.

47.2 Provided that the Purchaser is not then in substantial default under this Agreement, the Seller shall provide to Purchaser, at no cost and within ten (10) calendar days after receipt of Purchaser's written request for it, one (1) complete copy of the data dictionary, documentation, object code, and source code used in the preparation of the software and custom modifications to

the source code and object code as a result of this Agreement, brought up to date as of the date of delivery of such source code to Purchaser, upon the occurrence of any of the following events: (a) any or all material part of the source code or object code is generally made available, with or without additional cost, to other users of comparable software; or (b) the Seller's or the software manufacturer's cessation, for any reason, to do business; or (c) the Seller or the software manufacturer discontinues maintenance of the software; or (d) bankruptcy, receivership, insolvency, reorganization, dissolution, liquidation, or other similar proceedings are instituted by or against the Seller or the software manufacturer.

ARTICLE 48 COPELAND ANTI-KICKBACK CERTIFICATION

The Seller certifies, represents and warrants that it will comply with the Copeland "Anti-Kickback" Act which generally prohibits federal contractors or subcontractors engaged in building construction or repair from inducing an employee to give up any part of the compensation to which he or she is entitled under his or her employment contract and requires such contractors and subcontractors to submit weekly statements of compliance.

ARTICLE 49 ANTI-LOBBYING CERTIFICATION

Seller certifies, represents and warrants, to the best of its knowledge, that: (a) no federal appropriated funds have been paid or will be paid, by or on behalf of the Seller, to any person for influencing or attempting to influence any officer or employee of Purchaser, any member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any federal loan, the entering into of any cooperative agreement, or for the extension, continuation, renewal, amendment or modification of any federal contract, grant, loan or cooperative agreement; (b) Seller shall require that the language of this certification be included in the award documents of all subcontracts and that all subcontractors shall certify and disclose accordingly, and (c) Seller shall otherwise adhere to the provisions of 45 CFR Part 93. It is understood and agreed that the Seller shall execute any certification that the State and/or federal government may require in compliance with 45 CFR Part 93.

ARTICLE 50 DRUG FREE WORKPLACE CERTIFICATION

Seller certifies, represents and warrants that it will comply with the Drug-Free Workplace Act of 1988, 42 U.S.C. 701 et seq and its implementing regulations at 45 CFR Part 76.

ARTICLE 51 FEDERAL CERTIFICATIONS

Seller certifies, represents and warrants that it will comply with all applicable standards, orders, or requirements issued under Section 306 of the Clean Air Act (42 U.S.C. 1857(h)), Section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and the Environmental Protection Agency regulations (40 CFR Part 15). Seller further represents and warrants that it will comply with the mandatory standards and policies relating to energy efficiency which are

contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871).For the faithful performance of the terms of this Agreement, the parties have caused this Agreement to be executed by their undersigned representatives.

State of Mississippi, Department of Information Technology Services, on behalf of the Mississippi State Department of Health	**INSERT VENDOR NAME**
By: _____ **Authorized Signature**	**By: _____** **Authorized Signature**
Printed Name: David L. Litchliter	**Printed Name: _____**
Title: Executive Director	**Title: _____**
Date: _____	**Date: _____**

EXHIBIT A

EXHIBIT B
MSDH STANDARD DATABASE DESIGN LIFECYCLE

Mississippi State Department of Health (MSDH) Office of Health Informatics (OHI) Information Resources Management Database Administration (IRMDBA) group requires all vendor COTS and in-house databases to graduate through a design lifecycle migration path that moves from TEST, to QA, to PROD database instances.

TEST

The TEST database environment is where technical database designs are developed and tested. This includes the structure, data, and data handling functions. The structure includes all relational database objects, such as schemas, tables, columns, column types and sizes, partitioned tables, indexes, partitioned indexes, primary and foreign key constraints, triggers, sequences, stored procedures, functions, packages, XML structures, user-defined object-oriented structures, SQL queries and scripts, PL/SQL routines, data dictionaries, data migration and loading scripts and utilities, etc. Iterative changes to the schema will be made only in the TEST instance. Only after the technical parties involved, such as the developers, DBA's, vendors, managers, etc have agreed that the design is complete and working properly will the database be migrated to QA. This migration will occur via an export or backup transfer. A hard-copy sign-off sheet is required to authorize this migration.

QA

The database is either imported or restored (from backup) into the QA instance. QA is where the functional owners of the application test the functional readiness of the project. This includes local, remote, and field testing. Nothing, except data, is ever changed in QA. Any enhancements, modifications, improvements, additions, or changes to the database schema that result from QA testing are made in the TEST instance. Once again, for each and every structure change that result from QA or pilot testing, these changes are re-tested in the TEST database for technical correctness before they are migrated up to QA via an additional hard-copy authorization sign-off form. Any subsequent new changes are required to go through this TEST-to-QA cycle again. We do not deviate from this requirement.

PROD

Once all involved parties agree that the database design has been thoroughly tested and qualified in QA, it is then exported or backed up and migrated to PROD via a hard-copy authorization sign-off form. Nothing, except data, is ever changed in PROD. PROD is locked down in secure, reliable, and responsive production datacenter servers that are up and available 24x7x365 and are backed-up on a nightly basis for fast recovery.

EXHIBIT C
DESCRIPTION OF CURRENT WIC SYSTEM

Program Description

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC Program) is a federally funded nutrition program administered under agreement between the MSDH and the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS). The WIC Program is housed in the Office of WIC in Health Services Division within the MSDH

Description of Current WIC Systems

Data are extracted from the Certification master file through nightly batch processes as needed for reporting Participant Characteristics to USDA and Pediatric Nutrition Surveillance System to the Centers for Disease Control and Prevention.

Process Narrative

An individual applying for WIC services can make an appointment either over the telephone or in-person. If the clinic staff is able to serve a walk-in upon entry to the clinic, the certification process is started. If not, an appointment for service is scheduled for a future date. The current paper-based WIC Clinical system does not support appointment scheduling. Appointments for WIC services are made using the appointment scheduling module in PIMS at the WIC clinics run by MSDH. In the Community Health Centers (CMCs), a manual appointment book or other automated scheduler is used. CMCs, also known as Independent Providers, are contracted through MSDH to provide WIC services.

The scheduling function provides an example of how WIC service delivery interfaces with the PIMS model. WIC participants in the county health departments are typically assigned subsequent WIC appointments as they check in for WIC services. This means they may be assigned an appointment 3 or 6 months into the future—before they receive today's WIC service. This process flow wastes a lot of appointment slots and may contribute to a shortage of WIC appointment slots for new participants. Given the rather high no-show rates, WIC clinic managers must over book to compensate for WIC no shows. The program's ability to meet federal processing standards has also been questioned.

The WIC Clinical System provides no support for missed appointment functions. PIMS provides a daily list of scheduled WIC appointments. WIC participants are mailed an appointment reminder notice two weeks ahead of the scheduled appointment and are mailed missed appointment notices on the day of the missed appointment. Mississippi WIC Inventory Tracking System (MWITS) supports appointment scheduling for the next month's food package pick-up. Participants are encouraged, but not required, to pick up their food on the same day of the month in subsequent months. Appointment Reminders and Notices of Recertification can be generated in the local distribution sites.

After the individual checks in with the intake clerk for the appointment, demographic data are

collected/updated, as appropriate on the two–part WIC-216, "WIC Certification Form". Instead of hand writing identifying information each time a participant is seen, public health clinics can obtain registration labels from PIMS. The fourteen thirteen CMCs non–public health WIC providers must hand write the demographic information each time. The participant's SSN is used as the record ID in the paper-based WIC Clinical System. The current paper-based WIC Clinic System offers no automated support for clinic level WIC certification processes, data capture, or data use. At this time, local staff hand writes information about WIC certification on the WIC-216 including demographic, anthropological, nutritional risk data, other eligibility factors, and some birth data related to pediatric, pre-natal and post-natal nutrition surveillance. Up to three certification reason codes may be entered (recalled by the nutritionist or copied from a list of Mississippi nutritional risk factors). The form also captures the results of other, also manually-documented processes related to WIC certification.

After leaving the intake area in the public health department clinics, participants are usually seen by an aide who obtains the weights, heights, and hematocrits for WIC participants. These measurements are recorded on paper.

Next, participants meet with a certifier. They are usually not assigned to a specific nutritionist. Once assessed by the certifying official, up to three nutritional risk factors can be recorded on the WIC form. If a participant is considered high risk, the certifier completes a diet assessment form for that participant. Typically, all nutrition education is provided on an individual basis; though some group education is provided.

The WIC Clinical System does not collect data about, and therefore does not report on, required WIC Program referrals. No data are collected in this system regarding a WIC participant's immunization status. However, WIC certifiers do have access to immunization records via PIMS.

The WIC certification forms are forwarded from county health departments and CMCs to the central office in batches on at least a weekly basis for data capture, error correction and subsequent update of the Certification master file. The WIC Clinical System's primary purpose is to maintain the WIC master file. Successful edit and update routines are run daily. The current Certification master file record for a WIC participant may include up to 10 successive versions of anthropological data and nutritional risk codes. The data are not available to local WIC staff, however. Neither is it often accessed by state WIC staff. Risk history display is often a feature in modern WIC systems, which typically display selected key data about the current and prior certifications. Clinic staff must complete a new (blank) turn-around document (TAD) each time a participant visits the clinic for WIC services. The TAD document is also known as a certification form. Paper hardcopies of the TADs are typically filed in the participant's medical record.

The current WIC Clinical Certification System is of no use to clinic staff or program managers in the area of nutrition services. No data are currently collected that could be used to measure the types of services provided, whether individual, group, high-risk counseling, or handouts are used to provide nutrition education. The appropriateness of the services being provided on a statewide

basis is unknown and can only be assessed on a record-by-record basis.

Certain birth and breastfeeding data are collected via paper and entered into the WIC Clinical system. The State reports it to this data to CDC Pediatric Nutrition Surveillance System (PedNSS). The State also collects and reports the data related to the Pregnancy Nutrition Surveillance System.

Certification master file records are updated through the submission of the certification form containing hand written, revised information. The local clinic staff currently submits a copy to Central Office of the TAD to record that certain actions have been taken on a participant's record. In the Certification system, the allowable actions are Initial Certification, Re-certification, Reactivate, and Update Change. The local staff can also manually terminate a participant record using the TAD. The Certification WIC Clinical system does not have any automated features to centrally terminate participant records.

Unless local staff carefully reviews the TAD before it is sent to the Central Office for key entry, the record may become caught up in the error correction process. This time-consuming process involves staff at both the local and state levels as they try to determine why specific records did not pass the central edits.

The Competent Professional Authority (CPA), usually a nutritionist or nurse, assigns a food package and hand-writes its number on the Food Package Authorization (FPA), a 3-part NCR form, which may be valid for up to six calendar months (infants up to 12 months.) On the certification form, the CPA enters the food package code and formula code, the ID number of the distribution site where the participant will pick up WIC food and other identifying demographic information. This information is eventually is captured for the master file.

Standard food package types are listed in the WIC Policy and Procedure Manual. The CPA can tailor any food package by hand writing the change on the FPA. There is no automated support in the assignment of appropriate WIC food packages based upon, for example, the WIC participant's category, age or other conditions or policies defined by the program.

One paper copy of the FPA remains in the clinic file for audit purposes; the participant carries one copy to the distribution site, and the third copy is picked up by WIC distribution staff.

There is a manual process for notifying the MWITS system of the participant's authorization to participate and the food package to be issued. Participant record transfers are also handled manually. The clinic staff requests that a copy of the participant's last TAD, FPA, and/or medical record be faxed to them in order to continue receiving WIC services within the state. If a participant notifies the agency that they will be leaving the state, WIC issues a serialized Verification of Certification (VOC) card containing handwritten case information.

For local agency WIC Program management purposes, the centralized Certification master file is virtually useless. The paper WIC file, which is usually located in a section of the public health clinic's medical record, would need to be consulted for the most recent and historical

information about a WIC participant's condition. Access to congregate data for health and nutrition surveillance is not provided at the local level. Access to data for participant management, administration, and operational purposes is not available at the local level. In fact, only limited use can be made of the information in the current WIC master file at the state level.

The WIC Clinical System provides no operational support in the area of WIC caseload management. MWITS reports are used to report for monthly participation.

The Certification master file is not current enough to use for routine required enrollment and participation reporting. Since there is currently no automated interface between the WIC Certification Clinical system and MWITS, certification data and food issuance data cannot be compared. There is no way to assess the relationship between enrollment, participation, and pick-up. Even if both systems reported all data dimensions, the two systems would require constant monitoring in order to ensure synchronization and accuracy.

Neither "potentially eligible" data nor caseload allocation information are collected or used in the current systems. Both the MSDH WIC Program central and local sites need more accurate and timely access to enrollment, participation, FPA assignment, and food distribution data.

In addition, there is no automated support for administrative tasks and reports at the clinic sites including facilitating participant, provider, and outreach/referral contacts; tracking nutritional conditions and risk factors of participants to ensure appropriate participant care is provided; no-show follow-up; and waiting list management.

2. **Food Management System Warehouse System (MWITS)**

Technical Description of Existing System
MWITS is Mississippi WIC's inventory tracking system. It is a distributed processing, DOS – based system running on PCs and servers in the local warehouses with central data replication and reporting in the WIC central office via the MWITS servers.

Program Description
In 1995, the WIC Program contracted with Deloitte and Touche to develop an inventory tracking system to support Mississippi's unique food delivery method. That system, Mississippi WIC Inventory Tracking System (MWITS), has been largely successful in meeting its goals of automating the direct distribution and inventory-tracking process for the WIC Program benefits issuance process. In addition, MWITS is currently used to provide some WIC participation reporting. The system provides another aspect of program reporting related to breastfeeding data via an infant survey. Although a problem with a required operating system upgrade (to Windows) resulted in the screens supporting this function becoming non-functional, a revised screen was provided and the State uses this screen for breastfeeding surveillance purposes.

MWITS represents the most modern of the three systems and data processing approaches,

supporting the WIC Program in Mississippi, distributing the database and processing to directly support user operations. Access to the system is controlled centrally, where users are assigned functional access and security levels based upon their job responsibilities.

The MWITS system provides and supports the following functions:

- Direct provision of WIC foods to participants;
- Reconciliation of issued benefits with redeemed benefits;
- Ordering of required foods and commodities;
- Maintenance, audit, and reconciliation of warehouse inventory;
- Provision of Food Distribution Reports; and,
- Provision of Redeemed Participation Reports.

WIC Food Benefit Provision

The first step in Mississippi WIC food benefit issuance is the assignment of a food package (FPA) for the participant. This step is done via a paper form at the local agency/clinic and is not a component of the MWITS system. Upon certification at the clinic site, Mississippi WIC participants are prescribed a food package benefit, consisting of a list of food items by type and quantity authorized, in accordance with federal regulatory requirements. The food packages assigned to individual participants vary according to participant category (e.g., pregnant, postpartum, and breastfeeding women; infants, and children to age 5) as well as individual medical and nutritional risks and needs such as special medical formulas for infants. The participant receives a hand written Food Package Assignment (FPA) and is instructed as to the location of available food distribution warehouses. The FPA is written on three-copy NCR paper. One copy of the FPA is given to the participant, one copy is filed at the local agency for audit purposes, and the final copy is sent to the local food distribution warehouse. The FPA is not captured in the client record in the paper-based WIC clinic system.

When the participant goes to the food distribution warehouse they present the FPA to the warehouse worker. For a first time visit the warehouse worker creates a participant record for the participant in the MWITS system. The record includes participant identification, FPA information, and eligibility period for receipt of benefits. If the participant has already received benefits recorded in MWITS their record will be in the system. In this event, the worker checks the participant's record for FPA and current eligibility period. At this time one of two approaches is employed for the provision of the food benefits to the eligible participants:

- In one model, employed in a "warehouse" distribution site, the warehouse worker consults with the participant and based on their FPA assists them with selecting their individual food choices. This is entered into the system and produces a receipt with the participant's selections. The receipt lists all the WIC food items followed by quantity (e.g., Pinto Beans: one pound; Whole Milk: two gallons, etc.). Utilizing the completed receipt the warehouse worker then pulls the participant's complete FPA order from the warehouse shelves and brings it back to the participant for check out.

- In the other model, called a "WIC Mart", the warehouse is set up similar to a grocery store.

instead of just a warehouse facility. In this model, the warehouse worker simply circles the food items in the participant's FPA on the Food Choices form. The participant then makes their selection of brands, etc. from the shelves and refrigerator cases of the WIC Mart and returns to the front counter for check out.

In general, the warehouse model is employed in low volume/traffic distribution sites while the WIC Mart model is employed in the higher volume/traffic sites. In either model, when the food choices have been pulled, the warehouse worker then enters the actual foods distributed into the MWITS system in the client record, thus recording the redeemed participation. It should be noted that only foods accepted by the participant are recorded. If for example, the participant elects not to take the beans in their FPA, this food item is not recorded as distributed.

The final step in the food benefit delivery process is the reconciliation of redeemed benefits with issued benefits. After completion of the benefit redemption, the warehouse worker retrieves the FPA paper record of the participant's issuance received from the local agency/clinic and compares it with the redemption transaction. This step is necessary to ensure that all redemptions may be reconciled one-to-one with a corresponding issuance, as required by federal regulations. However, a number of process-related problems and vulnerabilities in the system confound this reconciliation effort so it doesn't always happen.

In an ideal situation, the warehouse worker retrieves the paper FPA from the warehouse file and verifies that the redemption is matched by an issuance. As noted above, the WIC clinic sends a paper copy of the FPA to the local distribution warehouse and this is the form retrieved by the worker to perform this reconciliation. However, the paper FPA may not be in the warehouse file. This may occur for several reasons. Firstly, the participant may leave the WIC clinic and proceed directly to the warehouse to redeem their FPA pick up their food. In this event the warehouse FPA copy will not have arrived at the warehouse ahead of the participant and will therefore not be available for reconciliation. Secondly, Mississippi requires that a participant redeem their FPA at a selected or designated warehouse distribution site although they may change their site by visiting the WIC clinic. The participant is free to redeem their benefit at any selected WIC distribution site in the state. In some instances, the warehouse's copy of the FPA does not arrive prior to the participant. This results in the warehouse worker being unable to retrieve the FPA for reconciliation and a laborious process requiring calls to other distribution sites, the issuing clinic, etc. are required in an attempt to reconcile the transaction. In some cases this is simply not possible. As FPAs are not recorded electronically until they are redeemed at the warehouse, these events may represent transactions that have simply been lost in the shuffle of paper or may represent fraudulent transactions.

Food and Commodity Ordering

The warehouse staff bears responsibility for monitoring warehouse food stocks, distribution rates, and based on experience, threshold ordering levels for each commodity stocked. MWITS supports these activities to varying extents.

Actual stock on hand is based on beginning inventory plus food shipments received minus foods

distributed. The warehouse worker can obtain this information from a report produced by MWITS. Threshold ordering requirements sufficient to ensure stock is available to meet upcoming redemptions requires worker expertise and review of distribution experience from MWITS reports. When the worker determines restocking is required she they prepares a food order on a manual form and calls it in to the central office. This manual form is filed at the distribution site and used to verify receipt of the ordered commodities. The State Central Office staff then orders the foods from their contracted vendor. The vendor ships directly to the ordering warehouse. When commodity shipments are received at the warehouse they are checked in to verify shipment content, entered into the MWITS inventory, and stocked on the warehouse shelves and cases.

Maintenance, Audit, and Reconciliation of Warehouse Inventory

As noted above, the receipt of commodity shipments is recorded in MWITS establishing a baseline of inventory stocks. As redeemed benefits are entered into the MWITS system they are automatically deducted from figures for the stock on hand. Similarly, damaged or aged goods delivered by the vendor are entered into MWITS by the warehouse staff. This request for credit is entered into the system, printed out and mailed to the central office. State staff authorizes the approval, which is replicated back to the warehouse system where the stock is deducted from MWITS. If the warehouse staff is at fault for damaged or aged goods, the district manager or his designee visits the warehouse to verify the damage and deducts the goods from the inventory.

Special formula that is damaged or aged requires the same process as if the vendor were at fault for the spoiled stock with the exception of state staff arranging for transportation of the items from the warehouse back to the central offices for return to the vendor or disposal.

On a weekly basis the warehouse staff is required to conduct an audit (physical inventory audit) of the actual warehouse commodity stocks. A monthly audit, similar to the weekly one, is conducted and the results are entered into MWITS. The results of the audit are compared to the MWITS inventory to determine shortages or “understocks” and overages or “overstocks”. The MWITS inventory is adjusted monthly (+ or -) as necessary to reflect stock on hand as counted in the physical inventory. When approved by the district supervisor, it is entered into the system. This adjusts the inventory for the warehouse. The results of the audit are replicated to the central office and reported on paper forms sent to the central office. This paper form serves as the audit trail. If shortages or overages exceed $100 in a month, the State requires investigation by the district supervisor. If a given warehouse has over $2500 of shortages during the year, this information is required to be reported to the USDA.

Food Distribution Reporting

The central office tracks overall food distribution amounts for each distribution site and in a statewide cumulative amount. The warehouse sends the central office a monthly report produced by MWITS that provides distribution amounts. The central office compiles these reports in an Excel spreadsheet for tracking of statewide food distribution. This information is likely used for food budget (grant) management.

Participation Reporting

As noted above, when a WIC client first visits a warehouse site their identification information, FPA, and eligibility period is entered into the MWITS system. Thereafter, the participant is counted as an "enrollee" under the federal definitions for WIC Program participation. When the client receives a food benefit (redemption) they are then counted as a "participant" under the federal WIC Program definitions.

Each warehouse produces a participation report via MWITS that is printed out and sent to the central office by hard copy. The report lists all clients as either enrollees (non-redeemed benefits for the eligible month) or participants (redeemed benefits for the eligible month). These reports are manually combined at the State Agency for preparation of statewide participation reporting. It should be noted that since enrollees are counted at the warehouse and not at the clinic level, it is likely that Mississippi's count of WIC enrollees undercounts the actual population. This is because WIC clients may be certified at the clinic and issued an FPA but elect never to go to a warehouse and redeem their benefits. It is unknown how significant this variation may be.

One other consideration enters into these counts related to participants moving from one distribution site to another. If a participant is initially entered into MWITS as participating at warehouse A but then in subsequent months participates at warehouse B, their record (identification, FPA and eligibility) is entered into MWITS at warehouse B and is toggled to "inactive" in MWITS at warehouse A.

EXHIBIT D
IAPD

Exhibit D contains the following 4 chapters from the IAPD:

- **III. General System Design**
- **VI. Schedule of Activities, Milestones, and Deliverables**
- **IX. Security Plan**
- **X. Training Plan**

III. General System Design

1. General System Design

1.1. Overview

1.1.1 The Clinical System

The general system design and related functional requirements have been taken from analysis of various systems available and in production across the nation as well as opportunities for enhancement with modifications states under development are making. As indicated earlier in the IAPD, MSDH intends to procure an experienced WIC IC to transfer and modify the clinical system (e.g. code, database design) from any one of several states including Pennsylvania, New Jersey, and Arizona among others. MSDH will identify a suitable transfer system based on the capabilities of the system to meet the functional requirements of the MSDH WIC Program and the best competitive offer from bidders.

The new MSDH WIC clinical system will consist of a server-based central WIC application. This central server will perform all the central processing functions of the new clinical system such as maintaining statewide WIC data, sharing data between local agencies and distribution centers, and producing statewide reports. The local sites will utilize workstations to access system functionality. A few WIC clinics will use portable, notebook computer systems either in a standalone (for external location functions) or MSDH-Network access configuration.

The system will use a web-based centralized access approach to functionality through the use of the Internet via the MSDH-Network. The degree of functionality and autonomy will be determined at the user level via user roles/groups as defined by the MSDH Security Policies and MSDH WIC Program management.

The clinical system supports the clinic sites for servicing and processing WIC participants in such functions as:

- Certification
- Appointment Scheduling
- Participant Enrollment and Notices
- Food Instrument Assignment and Electronic Food Instrument Issuance
- Individual Nutrition Planning
- Individual and Group Health Surveillance
- Caseload Management
- Potential Dual Participation Notification

- Participant Transfer Information
- Administration Utilities
- Other functions such as Word Processing and Office Automation
- Report Selection

Clinic personnel will have on-line access to the clinic's own relevant participant and Food Instrument data. In general each staff member who usually checks in, enrolls, certifies, assigns a food package, and/or educates WIC participants about Food Instrument usage will have access to a workstation on the MSDH-Network.
The local systems will operate primarily on a permanent installation of workstations on the MSDH-Network. MSDH will provide the ability to do WIC certifications at remote locations (e.g. Health Fairs, Head Starts, etc….). If internet access is available from the certifying location, access will be facilitated through a secured internet connection (SSL, VPN, etc.). Otherwise, WIC Certifiers will have the ability to download data for a specific county or region on a laptop at the office, enter certification data at the remote site, then upload/synchronize the certification data in the central database when they return to the office.
System integrity will be maintained by employing four levels of security: network, operating system, database management system, and the WIC application software. The software will perform integrity checks throughout data manipulation processes. Data validation is required at the point of entry.

1.1.2 The Food Management System

The general system design intended for the MSDH WIC food management system is based on a number of modernized retail systems. These include existing systems currently available from vendors with such systems in production at respective clients. As indicated earlier in the IAPD, MSDH intends to procure an experienced WIC IC to acquire and modify the entire food management system (e.g. code, database design) from any one of these vendors. MSDH will identify a suitable candidate system based on the capabilities of the system to meet the functional requirements of the MSDH WIC Program and the best competitive offer from bidders.
The new MSDH WIC food management system will consist of a server-based central application. This central server will perform all the central processing functions of the new food management system such as maintaining food inventory data, using an integrated approach to sharing data between Clinics and distribution centers, sharing data between local agencies and distribution centers, and producing statewide reports. The local sites will utilize workstations to access system functionality.
The system will use a web-based centralized access approach to functionality through the use of the MSDH-Network and/or internet where needed. The degree of functionality and autonomy will be determined at the user level via user roles/groups as defined by the MSDH Security Policy and MSDH WIC Program management.
The food management system supports the local sites for servicing and processing WIC

food inventory and participants in such functions as:

- Food Instrument Redemption and Electronic Notification to the Clinical System
- Food Order Processing
- Food Receiving Processing
- Food Shrink and Waste Capturing
- Food Inventory Transfer Processing
- Food Inventory Reconciliation
- Special Formula Processing
- Administration Utilities
- Other functions such as Word Processing and Office Automation
- Report Selection

Distribution site personnel will have on-line access to relevant participant and Food Instrument data including electronic food instruments. In general each staff member who will verify Food Instruments, process food instrument redemptions, receive food deliveries, create food orders, and/or perform other food inventory related functions will have access to a workstation. The local systems will operate primarily on a permanent installation of workstations on the MSDH-Network.
System integrity will be maintained by employing three levels of security: operating system, database management system, and the application software. The software will perform integrity checks throughout data manipulation processes. Data validation is required at the point of entry.

1.2 Hardware Plan

The hardware required to operate the new MSDH WIC systems consists of a central server with local site workstations operating on the MSDH-Network. It also includes portable notebook PCs for use by some clinics.

1.2.1 Architectural Structure and Capacity

The problem of application portability across various hardware platforms should not present a significant challenge for MSDH. The entire hardware purchase will be coordinated and as designed will use relatively few different products. Tests for compatibility will occur early in the system testing cycle. Agency standards have been established to minimize portability issues.
The central server must have capacity to support demographic, medical, nutrition, and food package authorization and redemption data on 100,000+ participants per month

served by approximately 100 permanent clinic sites, and 95 food distribution sites. Temporary clinics utilizing notebook computers will also have portable printers for on-site production of any needed forms (e.g., for signature).
Central office and local site hardware will consist of workstations and printers operating on the MSDH-Network. The MSDH-Network will utilize existing hardware where feasible as well as some new workstations where required. We will be requesting to replace ITS leased routers with MSDH owned routers. Though the new WIC systems will not actually reside on the workstations, the workstations will have standard configurations at all sites. Each local site will have a minimum of hubs/switches, cabling, and one printer. Attachment A at the end of this chapter provides MSDH hardware standards as established through ITS via competitive bid. Because of the rapid change in technology, these will be updated prior to purchase of hardware for this project.

1.2.2 The Host Site

MSDH/ITS will provide a central server to host the new WIC systems and their respective data. MSDH and ITS will provide the technical personnel necessary to support the proposed telecommunication plan. It is anticipated that the WIC central server will reside in Jackson, operating under the technical direction and supervision of MSDH-OHI and/or ITS.
All hardware devices must meet Open System Interconnection (OSI) and open architecture standards in order to maximize the opportunities for future hardware additions and to reduce the potential negative impacts of proprietary systems.
Response time, measured during peak hours, must be three seconds or less for 80 percent of the transactions submitted. Peak hours are defined as 7:00 am to 6:00 pm, Monday through Friday. Response time is the time elapsed after depressing an <Enter> or <Function> key until response is received back on that same screen.

1.2.3 Equipment Upgrades and New Equipment Required

Each local site requires appropriate hardware equipment to support the new WIC systems functionalities. This may include new workstations, electronic signature devices, laptop PCs, etc. appropriate to WIC caseload and staffing. In addition, MSDH will need to upgrade many of the sites from a 64K leased circuit to a minimum of 384K MPLS/DSL type circuit. MSDH is also evaluating a thin-client solution for many of its applications. As such, workstations may be replaced with thin-clients if acceptable performance, availability, and functionality exist.

1.2.4 Maintenance and Technical Support Requirements

MSDH plans to centralize all equipment help desk requests to provide initial problem diagnostic services and better support of the MSDH WIC Program.
The procurement of equipment for the central and local sites will include an on-site, time sensitive, hardware maintenance requirement.

1.2.5 Specifications to be Issued

The specifications for the PCs, portables, network software, installation, and maintenance

will be prepared by the project team based upon MSDH technical standards. Once the IC is selected, we will work closely with that firm to ensure that the final specifications for hardware and software will be optimal for the new WIC systems. MSDH will purchase additional equipment in a "just-in-time" manner to ensure the latest technology is available to the user in an appropriate time frame. The technical requirements will be determined from a technical capacity study to be performed by the IC.

1.2.6 Simultaneous Development and Production

The current paper batch mainframe WIC clinical system and MWITS will be operated until the new WIC systems are successfully pilot tested and all local sites are completely and successfully converted to them at which time the old systems will be phased down. Separate environments will be created specifically for development and QA. The production environment will reside on a designated production server. System modification will occur on the new central server and MSDH-Network or, if the new server is not capable of handling all modification, testing, and implementation activity, on other hardware provided by the IC.
MSDH will rely on the IC to recommend the most feasible method of systems implementation. MSDH anticipates a phased approach to implementation including piloting the systems at designated sites. Upon successful completion of the pilot test, all sites will be converted to the new systems in the order and manner required by the final implementation plan. A parallel (old and new) systems implementation is not anticipated, however, details are unknown at this time.

1.3 Software Plan

1.3.1 Application Language and Database Management

The new WIC systems will be based on a relational database management system with a structured query language (Oracle, DB2, or SQLServer) and an open systems oriented language (VB, Java, or similar open systems technology) using SQL integrated tools for writing reports, generating forms and menus, and programming in order to offer flexibility in portability, in-house maintenance, and support ad-hoc reporting.

1.3.2 System Support Software

Standard utility software will be used at all levels in the systems. The new WIC systems will operate on the MSDH-Network. Backup and recovery on the central server will be a combination of daily tape backups and custom recovery routines. The existing MSDH Backup and Recovery Policies and Procedures will be utilized.

1.3.3 Specifics Governing Software Development

MSDH knows of no technically limiting factors that would affect implementation. Implementation will be accomplished by the IC staff with the assistance and guidance of MSDH-OHI, ITS, and MSDH WIC Program staff. The IC will ensure that MSDH-OHI and MSDH WIC Program staff are properly trained and provided with sufficient technical and user documentation to support on-going system operation, maintenance,

and problem resolution. All software and related documentation delivered to and accepted by MSDH will become public domain as defined in U.S. 7 CFR 246. The exception to this will be if MSDH chooses an IC with a licensed solution. In such situation, MSDH modifications to that software will become public domain.

1.3.4 Specialized Support Requirements

There are no specialized activities or services that are not already scheduled as part of the project.

1.3.5 Batch Processing

Any batch processing must occur during the nightly processing window. Following any overnight batch processing, all data should be backed up and available for user sign-on by 6:00am. MSDH expects nightly/batch processing to be minimal as most functions should be able to be handled online.

1.3.6 On-Line Screen Characteristics

Each on-line screen should have the following characteristics:

- Headings contain a descriptive screen title, with screen ID #, function, page, and identifying case name and number.
- System consistently follows a naming convention.
- System uses either full screen or field editing.
- Edits include dates, numeric, amounts, alphabetic, and any critical relational features.
- Design follows a logical WIC program function flow.
- System provides context sensitive on-line help.
- Error messages displayed on the workstation upon detection of a data error.
- Task switching function is included.
- Screen returns to prior fields for correction prior to saving.
- Menu flow and quick reference to desired screen.

1.3.7 System Security

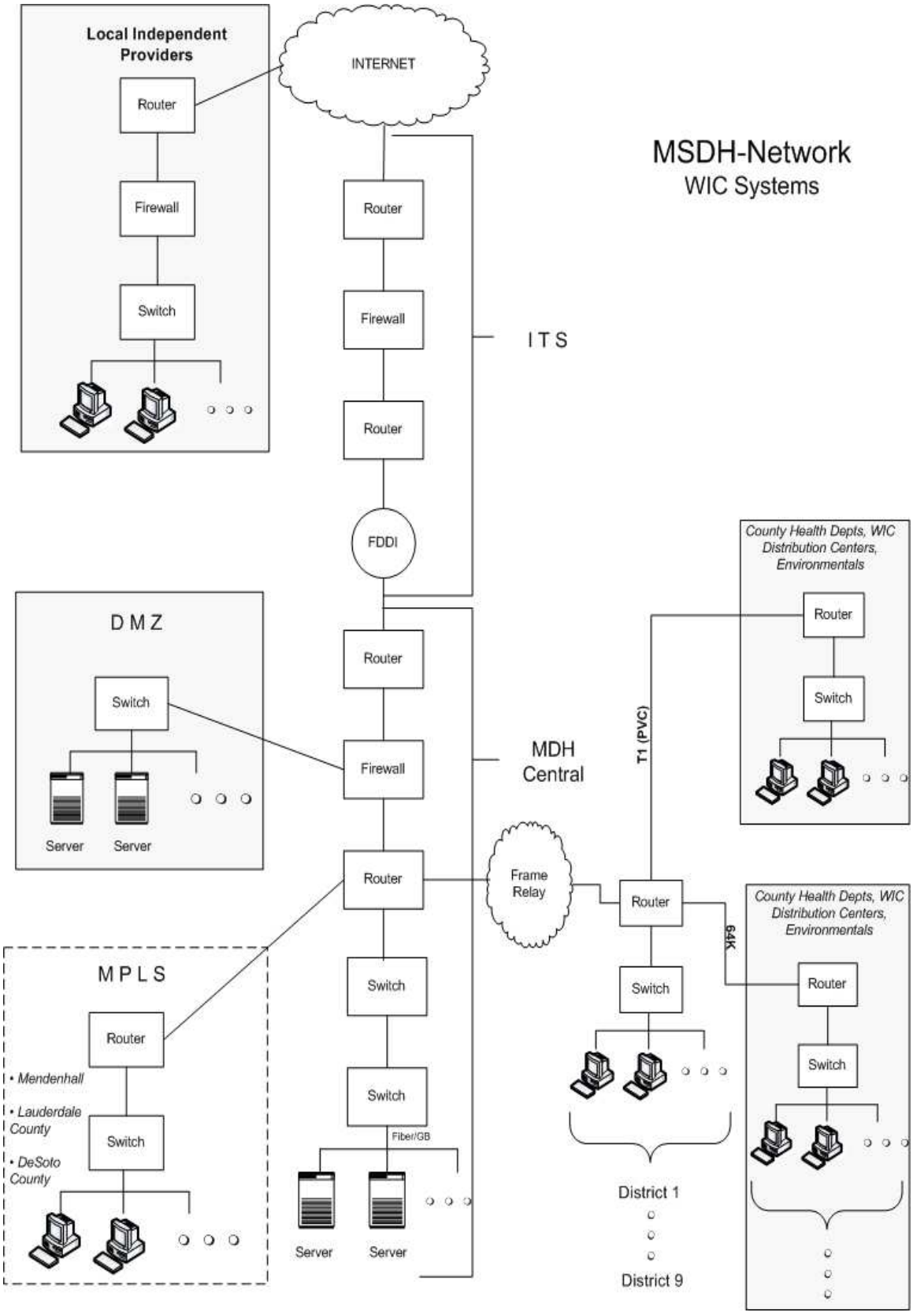
The security scheme provides multiple layers of security to protect the system and the data from unauthorized access. It includes the system prompt, database server with pre-identified users and privileges for the system, and application security. Auditing capabilities will be provided by the systems to log any user activity. The existing MSDH Security Policy will be used to enforce system security. In addition, MSDH will utilize

security on the network to provide authentication and encryption of traffic both within the MSDH network and to the independent agencies accessing the system.

1.4 Telecommunications Plan

1.4.1 The System Architecture

The design of the new WIC systems is predicated on a fully functioning MSDH-Network including frame-relay/T1-Fractional T1 data lines or MPLS/DSL data lines, central server, central router, central switches, local routers, local hubs/switches, workstations, and printers.


MSDH-Network
WIC Systems
Local Independent Providers
Router
Firewall
Switch
INTERNET
Router
Firewall
Router
FDDI
ITS
DMZ
Switch
Server
Server
Router
Firewall
Router
MDH Central
Frame Relay
MPLS
Router
• Mendenhall
• Lauderdale County
• DeSoto County
Switch
Switch
Switch
Fiber/GB
Server
Server
T1 (PVC)
Router
Switch
64K
County Health Depts, WIC Distribution Centers, Environmentals
Router
Switch
County Health Depts, WIC Distribution Centers, Environmentals
Router
Switch
District 1
District 9

1.4.2 On-Line and Batch Environments

User workstations will have on-line real-time access to the central server. Batch processing with the new integrated solution is expected to be minimal.

1.4.3 Third-Party Communication Vendors

MSDH does not anticipate the need for any third party vendors as part of the communication system because the existing MSDH-Network will be used. See following section for details.

1.4.4 Shared Network Facilities

Shared network facilities will be used for the new WIC systems. The MSDH WIC Program will use the MSDH-Network for all communications between clinics, distribution sites, central office, and the central server. The independent WIC agencies will be given specifications and requirements for connecting to the WIC system. Grants are expected to be extended to facilitate this funding where needed.

1.4.5 Data Quality and Transmissions Standards

The communications packages to be used include extensive error detection and correction algorithms. Data encryption may also be used for security and confidentiality purposes. MSDH will monitor the network's health with automated tools to ensure availability and performance.

1.4.6 Monitoring On-Line Transactions

On-line transactions will be a major component of the new WIC systems. MSDH-OHI will monitor the systems to ensure maximum performance and availability.

1.4.7 Telecommunications Upgrade Requirements

The MSDH-OHI will install hubs/switches as needed to provide communications to the WIC central server. All MSDH sites where WIC clinical services will be provided already have CISCO routers to provide access to the MSDH-Network. MSDH is requesting approximately 85 Cisco routers to replace the leased routers currently being used. The independent WIC agencies will be provided the specifications and requirements to purchase/implement the necessary equipment in order to access the WIC application. Grants will be extended to those entities requiring financial assistance.

1.4.8 Baud Rates

If required, all modems will be at least 56K baud or higher.

1.4.9 Interface Protocols

MSDH will procure Cisco routers to facilitate Network connectivity based on ITS' standards and general bid specifications.

1.5 Test and Implementation Strategy

It is expected that the project will begin during the second quarter of FFY 2006 and be completed during the fourth quarter of FFY 2008.

The overall testing and implementation strategy for the new WIC system revolves around the following basic principles that are fundamental to the successful development and implementation of a new information system. These principles are:

- The goal of testing is to confirm that both individual system modules and the entire system are executed in accordance with the functional requirements and technical specifications.

- Emphasis must be placed on identifying and recording design and programming discrepancies (and errors) as early as possible in the development process, recognizing that the later in the process an error is detected, the more costly the error is to correct. Every effort must be made to identify and reconcile any system problems prior to the completion of pilot testing. System problems uncovered during statewide implementation may have a severe negative impact on clinic operations and the ability for Local Agencies to provide Program services.

- User involvement is essential to the development and implementation of the system.

- An independent quality assurance function must actively participate in all aspects of the system design, development, test, and implementation.

Each of these principles is embodied in the testing and implementation strategies described in the subsequent paragraphs of this section. The section is organized by the major phases of the system test and implementation activities:

- Technical Review of Requirements Specifications and Design Documents

- System Testing

- User Acceptance Testing

- Pilot Implementation and Testing

- Statewide Implementation

Technical Review of Requirements Specifications and Design Documents
Technical reviews are the primary techniques for ensuring quality control in early development activities. Reviews have been found exceptionally useful because they detect errors that, if left undiscovered until subsequent phases, could increase the cost of

correction by a factor of 10.
At the end of the requirements analysis phase, both the State and the IC need a high degree of confidence that the Detailed Functional Design Document is a correct reflection of the State's needs and requirements. The role of requirements testing is to ensure the Detailed Design Document provides an adequate basis for further development activities. A joint State, IC and QA contractor review will be conducted to validate the requirements in the Detailed Design Document.

System Testing
The IC will be required to transfer and modify an existing WIC system to Mississippi. The IC and the state will perform the following testing to ensure the solution functionally and technically meets requirements. The following tests will be conducted:

1. *Unit/Module Test.* This level of testing is generally conducted by the individual who develops the code. The test validates the module's logic, adherence to functional requirements and adherence to technical specifications. The goal of this test is to ensure that all module source statements have been executed and each conditional branch taken. The test and test results are recorded in the software development folder for that module.

2. *Subsystem Integration Test.* This test examines the subsystems that are made up of integrated groupings of software units and modules. This level of testing is generally conducted in the development environment. It is also generally the first level of testing where problem reports are generated, classified by severity, and the resolution monitored and reported.

3. *System Qualification Test.* This test is conducted by the IC and state technical project team(s). It determines whether the system complies with standards and satisfies functional and operational requirements. The goal of testing is to confirm that both individual system modules and the entire system are executed in accordance with the functional requirements and technical specifications. During this test period, system documents and training manuals are tested for accuracy, validity, completeness and usability. During this test, the software performance, response time, and ability to operate under stressed conditions will be tested. External system interfaces are also tested. All findings are recorded in a system qualification test analysis report prepared by the IC for delivery to the State.

4. *Regression Testing*. Regression testing re-tests a system component (unit, module, or subsystem) following modification to verify that the problem was corrected without adverse side effects and to ensure the component still complies with its requirements.

Once the IC and state are satisfied the system meets the functional requirements and technical specifications, the IC will provide the State with a written certification that the system is ready for User Acceptance Testing. The QA contractor will review the test results provided by the IC and will provide the State with an independent assessment of

the system's readiness for User Acceptance Testing.

User Acceptance Test

The User Acceptance Test will be conducted by State Office and Local Agency personnel using a test plan and test scripts developed in cooperation with the QA contractor. This test is performed in an environment which "mirrors" the environment in which the system will be fielded. The environment is a non-production environment. Every feature of the system will be tested for correctness and conformance to functional requirements. System interoperability, all documentation, system reliability, and the level to which the system meets user requirements will be evaluated. Performance tests may be executed to ensure that screen response time, program run time, operator intervention requirements and overall system operations meet user requirements. Interface to other applications such as CDC nutrition surveillance, should be tested here as well. All discrepancies will be noted, logged, and provided to the IC for resolution. The IC will correct any problems uncovered and the State will, at its discretion, re-run portions or all User Acceptance Tests to validate the corrections. Upon evaluation of the test results, a determination will be made by the State, in consultation with the QA contractor and the IC as to the system's readiness for pilot installation and testing.

Pilot Testing

Upon the successful completion of the User Acceptance Test, the system will be installed in a fully operational production mode at the State office and at State-selected Local Agencies. As part of the installation, the State and Local Agency personnel will be fully trained in system operation.

Statewide Implementation

Following successful completion of the pilot testing phase, the IC and State will undertake roll-out of the system on a statewide basis. Tasks included in the roll-out are data conversion at the local agency and state agency, hardware and software installation, and training. The QA contractor will monitor the statewide roll-out and provide an immediate report to the State in the event any problems are encountered during this period.

1.6 Case Conversion Plan

The initial automated source for all participant data in Mississippi is the current central master files based upon the EDS clinical system and MWITS. As one of the first steps in the data conversion design process, the IC and the MSDH WIC Program will assess the quality of the data in these systems to determine whether the extent data should be

converted to the new systems. If it is determined that this data is feasible to use as a starting point, immediately prior to implementation of the new systems, initial data will be converted. The conversion processes will be part of each testing phase identified above. In order to provide initial data as clean as possible, it will most likely be necessary to provide preliminary reports for MSDH WIC Program staff review and correct. In any event, the actual procedures that will govern this conversion will be developed during the data conversion design of the detail design phase and finalized during the pilot testing.

The MSDH will rely on the IC's plan for data conversion. The MSDH WIC Program will be responsible for providing any required data cleanup initiatives. The IC will be responsible for the actual data conversion. Data elements that are being added to the systems will be required only under the new systems and retroactive recording of such data is not planned.

Attachment A:
Sample Hardware Standards

CENTRAL SERVER

Sun Enterprise 2900 (Production)
(4) 1.2GHz UltraSparc IV
32 GB Memory - capacity 96Gb
Dual Internal PCI UltraSCSI SE card
2 Internal 73 GB 15K RPM disks
SUN 3510 Fiber Channel Array attached w/split loop- providing
5x73GB 15K storage
Redundant transfer switch
2 integrated Gigabit Ethernet ports (66MHz)
Operating System Solaris 10
KeyRAS Features
Dynamic Reconfiguration (DR) of processor/memory boards
Hot swap disks
Smart fans
2 Redundant hot-swap power supplies
Sun Management System monitoring available

Sun Fire V490 (Development)
(2) 1.05 GHz UltraSparc IV
8 GB Memory –capacity 32Gb
RJ45 Serial Port
1 Internal 73 GB 15K RPM disk
SUN 3510 Fiber Channel Array w/split loop providing 4x73GB storage
Operating System Solaris 10
KeyRAS Features
Hot-pluggable disk drives
Redundant, hot swappable power supplies
Remote Lights Out Management
Disk and network multipathing with automatic failover capability
Error correction and parity checking

WORKSTATION (Dell Optiplex GX280 or equivalent)

Processor Intel Pentium 3.2 GHz or greater.

Hard Disk SCSI or EIDE HD adapter with one drive installed with at least 60 GB 7200RPM.

DVD/CDROM 24X (or greater) speed drive installed.

Memory Capable of at least 2 GB with 512MB installed

Network Card One 10/100/1000 Mbps Ethernet TCP/IP capable card.

Operating System Microsoft Windows XP

Monitor 17" LCD Flat Panel

Mouse Two button and wheel.

Keyboard At least 104-Key with Wrist Rest.

LAPTOP (Dell Latitude D6x0)

Processor Intel Pentium 1.86 GHz or greater.

Hard Disk SCSI or EIDE HD adapter with one drive installed with at least 60 GB 7200RPM.

DVD/CDROM 24X (or greater) speed drive (installed or interchangeable with floppy drive).

Memory Capable of 2GB with initial install of 512MB DDR

Network Card One PCI 10/100/1000 Mbps Ethernet TCP/IP capable card.

Modem One Internal or PCI 56kb modem.

Operating System Microsoft Windows XP

Video At least 14.1 inch LCD, 1024 X 768 colors and one 15 pin VGA port.

Mouse Touch pad and external with external IBM PS/2 mouse port. An additional USB mouse will be purchased with each laptop configuration.

Keyboard At least 87/88 Key.

VI. Schedule of Activities, Milestones, and Deliverables

2. Schedule of Activities, Milestones, and Deliverables

2.1 Overview

The purpose of this section is to define the schedule of activities, milestones and deliverables (*i.e.*, the task plan) of the IC for the Project. The task plan includes optional periods for software maintenance.
The Project schedule is dependent upon completion of the USDA review and approval process and State of Mississippi purchasing processes. Therefore, the schedule has been depicted with a start date of X and milestones are months from date X.
The scope of the project MSDH is undertaking not only includes WIC clinical and inventory management but also the replacement of the Patient Information Management System (PIMS) and the MSDH Immunization Registry. With the design of all three applications sharing a common infrastructure for patient registration, scheduling, systems administration, among other components, it is critical that all three of these subsystems be implemented concurrently. MSDH fully expects to manage this project as a single implementation with interdependency among the three subsystems. As such, the Immunization Registry and Patient Clinical management components will be on the same timeline as the WIC components but will probably have different tasks. All of the timelines will be very heavily dependent on the solution proposed and chosen for implementation.

2.1.1 Preliminary Procurement Schedule

Exhibit 2.1 summarizes the procurement highlights for the Project.
Exhibit 2.2 summarizes the preliminary hardware procurement schedule.
The key dates of the task plan are further described in Exhibit 2.3, Summary of Task Plan Key Dates. The task plan includes five tasks beginning on Date X and ending Date X + 24 months. Bidders will be required to price additional 12 month periods of system software and database management support to follow statewide rollout (Task 6), which MSDH will have the option to accept.
The IC assumes modification of an existing WIC clinical system and food management system to provide automated WIC certification, FPA assignment, and food inventory management support in MSDH's local agencies and distribution sites. It includes design, modification, testing, and implementation support throughout the project. It also includes two training components that are critical to the Project's success:

1. A Train-the-Trainer component for central office, district office, and local site staff who will conduct the majority of the statewide training during rollout; and

2. An On-the-Job training component for MSDH-OHI staff that will eventually operate and maintain the new WIC systems.

Exhibit 2.1. Mississippi Preliminary Procurement Schedule

Event	Date
Release of Implementation and QA RFP	Date X
Mandatory Bid Conference for Implementation and QA	X + 1 month
Offeror Questions Due for Implementation and QA	X + 1.25 months
Final (MSDH) Responses for Implementation and QA	X + 1.5 months
Proposals Due for Implementation and QA	X + 2.5 months
Oral Presentations/Demonstrations for Implementation and QA	X + 3 months
Implementation and QA Contractor Award	X + 4 months

Exhibit 2.2. Mississippi WIC Preliminary Hardware/Commercial Software Procurement Schedule

Event	Date
Issue RFP(s) for Proposals for hardware, operating software, and commercial software.	X + 15 months
Award hardware vendor contract(s).	X + 16 months
Take first hardware deliveries for MSDH-Network, system testing at implementation and State facilities.	X + 17 months
Take hardware deliveries for pilot operations.	X + 17 months
Take first hardware deliveries for local site rollout.	X + 20 months

Exhibit 2.3. Summary of Task Plan Key Dates

Task Description	Start Date	Duration
Project Initiation, Develop Final Systems Functional and Detailed Technical Specifications	X + 6 months	6 months
Systems transfer, acquisition, modification, UAT support and user training	X + 8 months	8 months

Task Description	Start Date	**Duration**
Implement and support pilots and Train-the-Trainer	X + 19 months	4 months
Systems implementation and rollout	X + 24 months	6 months
IC provides on-site assistance to MSDH in Systems Operation	X + 24 months	6 months
IC Contract Closure and Transition	X + 27 months	3 months
System Maintenance IC Contract Extension 1	X + 30 months	12 months
IC Contract Extension 2	X + 42 months	12 months
IC Contract Extension 3	X + 54 months	12 months

2.1.2 Summary of System Modification and Implementation Activities

Bidders will be expected to provide detailed descriptions of planned activities and timeframes for the conduct of the task plan in their proposals. Exhibit 2.4 presents a preliminary project management and task plan for the IC. The numbers in parenthesis following each subtask indicate the approximate number of weeks following IC contract award at which time the final deliverables for the subtask are due and the subtask is completed. The tasks outlined in Exhibit 2.4 are detailed by subtask below. Section 2.8 contains a list of project deliverables related to the task plan.

Bidders shall propose a project work plan that meets or exceeds the requirements shown in Exhibit 2.4 as detailed below. The bidder must include a schedule of proposed work including Gantt charts illustrating project milestones and dates or timeframes for contract deliverables.

Exhibit 2.4. Preliminary IC Project Management and Task Plan

TASK 1 - Project Initiation and Final System Specifications

1.1. Project Initiation Meeting (2)
1.2. Design and Modification Plan (3)
1.3. Final Work Plan and Schedule (8)
1.4. Final Systems Requirements Document (FSRD) (11)
1.5. Detailed Functional Design Document (22)
1.6. Detailed Technical Specifications Document(s) (27)
1.7. Conversion, Implementation, Training, and Security Plans (23)

TASK 2 - Systems Acquisition, Transfer, Modification, and UAT

2.1. Systems Acquisition, Transfer, and Modification Initiation Meeting (29)
2.2. Site Analysis Report (120 days before implementation at each site)
2.3. Systems Acquisition, Transfer, Modification, Technical Testing, and Revision (62)
2.4. Operational Planning, Other Documentation, Forms, and Training Materials (29 - 53)

2.5. Conversion Testing, User Training, User Acceptance Testing Support, and Systems Revision (62-79)

TASK 3 - Systems Conversion, Training, Pilot Implementation, and Revision

3.1. System Implementation Initiation Meeting (72)
3.2. User and Pilot Site(s) Preparation (76)
3.3. Pilot Training (79)
3.4. Data Conversion and New Data Entry (78)
3.5. Implement and Support System Pilots (80-97)
3.6. Help Desk Operation (80-122)
3.7. Evaluate Pilots, Modify and Retest System (92)

TASK 4 - System Implementation and Rollout

4.1. Systems Implementation, Operations, and Rollout Initiation Meeting (96)
4.2. Systems Documentation ( )
4.3. Train-the-Trainer, User Training, Site Preparation (72-122)
4.4. Rollout and Implementation (72-122)
4.5. Post Implementation Issue Resolution (96-122)
4.6. Systems Operations Assistance (76-122)

TASK 5 – IC Contract Closure and Systems Transition

5.1. Systems Transition Initiation Meeting (100)
5.2. IC Contract (Phase) Closure (115)
5.3. Start of 1-Year Warrantee Period (122)

TASK 6 – System Maintenance Contract Extension (122 – 278)

6.1. First Year Maintenance Options
  6.1.1. Systems Status Reporting
  6.1.2. Systems Modification
6.2. Second Year Maintenance Options
  6.2.1. Systems Status Reporting
  6.2.2. Systems Modification
6.3. Third Year Maintenance Options
  6.3.1 Systems Status Reporting
  6.3.2 Systems Modification

2.2 Task 1: Project Initiation and Final System Specifications

2.2.1 Subtask 1.1. Project Initiation Meeting

The IC shall convene a project initiation meeting at MSDH. The IC's project manager, and other key IC staff as deemed necessary by the MSDH project manager, shall attend the meeting. The purpose of the meeting will be to discuss all project plans, schedules, deliverables, and management of change orders. The IC shall deliver a technical memorandum documenting all agreements, understandings, and contingencies arising from the project initiation meeting.

2.2.2 Subtask 1.2. Design and Modification Plan

The IC shall deliver a comprehensive system design, acquisition, transfer, modification, and implementation plan. The plan shall describe, in detail, the IC's approach to the transfer, acquisition, modification, and implementation of the new WIC systems. The design and modification plan shall include a description of the structured system life cycle development methodology to be employed throughout the Project. Subjects to be covered include the methods

for maintaining requirements traceability throughout the modification process, types of test activities, the change control process, and configuration management process. The plan shall also include a discussion of the IC's approach to QA. The plan shall reflect the results of discussions with MSDH staff regarding the final logical design of the systems.

2.2.3 Subtask 1.3. Final Work Plan and Schedule

The IC shall deliver, to MSDH, a master work plan including PERT and Gantt charts and a project calendar prepared using commercially available software (e.g., MS Project), that incorporates all IC requirements (deliverables and milestones) and MSDH requirements (such as review periods for deliverables, MSDH schedule of staff participation in design sessions, design document [FSRD and DFDD] walkthroughs, UAT, training sessions, etc.). The plan shall include a description of any known risk areas and the IC's approach for mitigating the risks. The work plan shall be submitted in sufficient detail to afford MSDH full visibility into the status of all project activities. The work plan shall be maintained throughout the life of the Project and shall be updated monthly to reflect the accurate status of the project.

2.2.4 Subtask 1.4. Final System Requirements Document (FSRD)

The IC shall deliver, to MSDH, a comprehensive Final System Requirements Document (FSRD) based upon and detailing the MSDH FRD, the IC's proposal, and the results of design reviews and discussions with appropriate MSDH and QA provider personnel. The FSRD shall describe the systems to be implemented, including input requirements, information flow and processing, and outputs. The IC shall also conduct a design requirements walk-through, at the MSDH WIC central office, of the IC's logical design of the proposed implementation.

2.2.5 Subtask 1.5. Detailed Functional Design Document(s) (DFDD)

The IC shall deliver, to MSDH, detailed design document(s) reflecting the requirements of the systems, including local site and central processing functionalities. The document(s) must describe all external specifications, including all inputs, processing strategies, and outputs, and include the data interchange method(s) to be used to electronically communicate food instrument data between the clinical and food management systems. The DFDD shall also include a data model, data dictionary, preliminary user interface definition (screens), report definitions, and include a description of systems interfaces (e.g., CDC and USDA minimum data set requirements). These deliverables are to be presented in the following form: Draft 1, Draft 2, and Final, and each draft version must include a formal walk-through of the documents with appropriate MSDH staff and requires final sign-off by MSDH.
The functional design document(s) shall also describe preliminary plans and schedules for documentation and forms development and user training. These document(s), once accepted by MSDH, will form the basis for all module planning, testing, and project documentation.
Subtask 1.5 includes a requirement of the implementation contractor to conduct functional design review meetings. These meetings shall be held with appropriate MSDH WIC and MSDH-OHI staff, as selected by the MSDH WIC Project Manager. The functional design meetings shall review the design, including screens, processes, and outputs of each functional area (e.g., certification, FPA assignment, food instrument redemption). The design reviews shall be conducted early enough in the detailed design process to ensure incorporation of comments during the reviews in the Detailed Functional Design. A final walk-through of the detailed design

shall be accomplished at the end of the design phase before any modifications begin.
The DFDD, once accepted by MSDH, shall form the basis for all detailed specifications, system development and testing. The DFDD forms part of the overall system documentation and shall be kept current and maintained in accordance with the configuration management standards throughout the life of the contract. Requirements testing shall be performed to ensure the Detailed Functional Design Document provides an adequate basis for further development activities. A MSDH, implementation contractor, and QA provider review will be conducted to validate that the requirements as specified in the approved Final System Requirements Document are in the Detailed Functional Design Document.

2.2.6 Subtask 1.6. Detailed Technical Specifications Document(s) (DTSD)

The IC shall deliver, to MSDH, a technical specification document (or documents) reflecting the final requirements for system configuration and operation. This document shall describe all internal specifications in detail, including but not limited to edits, processing controls, and all backup and recovery procedures, and interface and telecommunication bridges. It shall include data flow diagrams, process narratives, and entity relationship diagrams. These deliverables are to be presented in the following form: Draft 1, Draft 2, and Final, and each draft version must include a formal walk-through of the documents with appropriate MSDH staff, as defined by the WIC Clinic System Project Manager. The Final Technical Specifications Document(s), once accepted by MSDH, will form the basis for technical acceptance testing and project documentation.
Subtask 1.6 also includes a requirement for the IC to conduct technical specification workgroup sessions. These sessions will be held with appropriate Project staff, including MSDH-OHI, MSDH—WIC, and ITS staff for the purpose of ensuring that appropriate end users will understand the technical specification documents prior to acceptance.

2.2.7 Subtask 1.7. Implementation, Conversion, Training, and Security Plans

The IC shall deliver, to MSDH, a series of written plans for the conduct of the remaining aspects of systems implementation. The plans must describe the IC's support of the MSDH in conducting formal UAT. The plans must include a timetable with IC milestones and MSDH acceptance checkpoints. It should include a schedule and IC's approach for the following: 1) conversion and testing of conversion data; 2) Train-the-Trainer and OTJ Technical Training Plans; and 3) a draft state-wide implementation schedule developed in consultation with the MSDH Project Manager (and designated hardware vendors). Finally, it must describe all security processes and provisions for maintaining system and data integrity during all phases of implementation and operation.

2.3 TASK 2: System Modification, Transfer, and User Acceptance Testing

2.3.1 Subtask 2.1. System Modification and Transfer Initiation Meeting

The IC shall convene a meeting at the MSDH campus. The IC’s project manager and other key contractor staff as deemed necessary by the MSDH project manager shall attend the meeting. The purpose of the meeting will be to discuss all project plans, schedules, and deliverables for the transfer, acquisition, modification, and implementation of the new WIC systems.
The IC shall deliver, to MSDH, a technical memorandum documenting all agreements,

understandings, and contingencies arising from the systems Modification and Transfer Initiation meeting.

2.3.2 Subtask 2.3. Systems Modification, Transfer, Technical Testing, and Revisions

The IC shall be ready to demonstrate systems functionality such as appointment scheduling, data capture, FPA assignment, and food instrument redemption processing as specified. The IC shall be required to demonstrate the integration of local processing activities along with central processing activities.
The IC shall implement the new WIC systems using a structured system life cycle methodology, including the following types of test activities:
a. Unit/Module Test.

This testing shall validate each module's logic, adherence to functional requirements, and adherence to technical specifications. This test shall ensure that all module source statements have been executed and each conditional branch taken. The test and test results shall be recorded in the software modification folder for each module.
b. Sub-system Integration Test.

This test shall examine the subsystems that are made up of integrated groupings of software units and modules. This level of testing should be conducted in the modification environment. It is the first level of testing where problem reports are generated, classified by severity, and the resolution monitored and reported.
c. Systems Qualification Test.

This test (conducted by the IC's independent test group) determines whether the systems comply with standards and satisfies functional and operational requirements. The goal of testing is to confirm that both individual systems modules and the entire systems are executed in accordance with the functional requirements and technical specifications. During this test period, systems documents and training manuals are tested for accuracy, validity, completeness, and usability. During this test, the software performance, response time, and ability to operate under stressed conditions will be tested. External data interfaces will also be tested. All findings shall be recorded in a systems qualification test analysis report prepared by the IC for delivery to MSDH.
d. Regression Testing.

Regression testing shall re-test each system component (unit, module, or subsystem) following any modification to verify that the issue was resolved without adverse side effects and to ensure the component still complies with its requirements.
e. Readiness Certification.

Once the IC is satisfied that the systems meet the functional requirements and technical specifications, the IC shall provide MSDH with a written certification that the systems are ready for UAT. The QA provider shall review the test results provided by the IC and will provide

MSDH with an independent assessment of the systems' readiness for UAT.
f. Periodic Reviews.

During the systems modification and technical testing subtask, the IC shall schedule periodic reviews for MSDH and the QA provider. The purpose of these reviews shall be to measure overall progress and status of the systems modification activities. The QA provider will provide MSDH with technical memos summarizing the results of each of these reviews.

2.3.3 Subtask 2.4. Operational Planning, Other Documentation, Forms, and Training Materials

After the IC contract award, and concurrent with acquisition, transfer, and modification tasks, the IC shall deliver to MSDH the reports and accomplish other evaluation and planning sub-tasks related to deliverables ten (10) through nineteen (19). These deliverables are detailed in Section 2.8, below, and relate to estimating operational and maintenance costs for the new systems, site analysis and site modification requirements, additional hardware requirements, and the communication design report.
Also, the IC shall submit an installation plan, detailed conversion plan, and user training materials for review and approval by MSDH which correspond to deliverables 20-22 from Section 2.8, below, with detailed training requirements further specified in Chapter X (Training Plan).
Again, the IC shall submit the helpdesk plan and disaster plan, and shall install and test the disaster plan.
These deliverables shall be submitted to MSDH in draft form for MSDH review. Final products will be submitted within two weeks of receipt of MSDH comments. Final products shall be submitted in appropriate quantities for implementation and systems operation purposes.

2.3.4 Subtask 2.5. Conversion Testing, User Training, UAT Support, and Systems Revision

After the IC contract award, the systems shall be available to MSDH-OHI and MSDH-WIC users who will conduct a formal acceptance test of the new WIC systems. The QA provider, in consultation with the MSDH and the IC, will develop the UAT script(s) for the end users. The IC will initiate data conversion testing prior to the UAT. The IC shall provide initial training to the UAT team and support for the UAT.
Also, after the IC contract award, the IC shall make revisions to the systems and test the revisions, based upon the outcome of the UAT and in preparation for pilot implementation at designated MSDH WIC sites.
Subsequent to successful completion of the UAT, the IC will provide MSDH with an assessment of the systems' readiness for pilot implementation.

2.4 Task 3: Systems Conversion, Training, Pilot Implementation, and Revision

2.4.1 Subtask 3.1. Systems Implementation Initiation Meeting

Following successful completion of the UAT, the MSDH Project manager shall convene a meeting at the MSDH campus. The meeting shall be attended by the IC's project manager,

MSDH, QA provider, and IC staff as deemed necessary by the MSDH Project manager. The purpose of the meeting shall be to discuss and review all project plans, schedules, and deliverables for the implementation and scope of the pilot.

2.4.2 Subtask 3.2. User and Pilot Site(s) Preparation

The new WIC systems pilot sites will include at least 2 county clinics, 1 independent agency clinic, and 1 food distribution site. The pilot must also test the clinic functionality on stand-alone laptop configurations. MSDH will be responsible for hardware delivery and Network set-up and any alterations of physical sites in preparation for pilot operations as deemed necessary by the IC's analysis and recommendations. The pilot locations will be negotiated during Subtask 1.7, planning activities.

2.4.3 Subtask 3.3. Pilot Training

Subsequent to successful completion of the UAT, the IC shall complete user training events for all pilots. Training shall be provided for each of the pilot sites and for MSDH's Train-the-Trainer team. The IC will provide training to MSDH for purpose of the pilot. See Chapter X (Training Plan) for further detail regarding training requirements.
The training may employ hardcopy exhibits and handout materials but must include extensive on-line, hands-on exercises in order to ensure user proficiency and competence. The IC shall provide MSDH with an evaluation form to document evidence of each trainee's competence at the conclusion of each training session. Training shall be of sufficient length to ensure trainee comprehension.

2.4.4 Subtask 3.4. Data Conversion and New Data Entry

An evaluation will be conducted concerning the integrity and reliability of the data in the current WIC systems to determine the feasibility of converting it to the new WIC systems. If deemed feasible, the IC shall convert the designated data from the current WIC systems to the new WIC systems as necessary. Other required data (not convertible) must be captured as necessary. The IC will ensure that all necessary database population is accomplished in a timely manner prior to pilot. Conversion of respective pilot site data will occur immediately prior to implementation of the pilot sites.

2.4.5 Subtask 3.5. Implement Systems Pilots

The new WIC systems pilot sites will include at least 2 county clinics, 1 independent agency clinic, and 1 food distribution site. The pilot locations will be negotiated during Subtask 1.7, planning activities.
The IC will have responsibility for day-to-day support of pilot site operations, as necessary, throughout all pilot tests. The IC should be prepared to provide on-site support should it prove necessary.

2.4.6 Subtask 3.6 Service Desk Operation

Until the final system is handed over to MSDH (i.e., through implementation of pilots and full implementation), the IC shall be responsible for MSDH help desk operations. The help desk operation shall be located on the MSDH campus.
This IC deliverables include an On the Job Training component for MSDH staff. The IC shall

provide training sufficient to integrate MSDH helpdesk staff into the full support, independent of IC intervention, of the new WIC systems. The IC shall train MSDH helpdesk staff on the use of any commercial software used by the helpdesk to support the new WIC systems. Helpdesk support shall be available via telephone during clinic and/or distribution site operating hours to provide assistance and resolve operational problems encountered by MSDH users of the new systems.

2.4.7 Subtask 3.7. Evaluate Pilots, Modify and Retest Systems As Needed

The IC, with input from MSDH and the QA provider, will complete and submit an evaluation of the systems' pilots. In addition to specific pilot related results, the evaluation will consider, at a minimum, the following factors:

a. Systems stability

b. Meeting functional requirements

c. User satisfaction

d. Impact on participant flow and convenience

e. Impact on clinic operations

f. Impact on food delivery operations

g. Adequacy of help messages and user documentation

h. Security and systems integrity

i. Need for modification in systems and user processes

The results of the evaluation will be documented in a report to be delivered to MSDH (see deliverable 30). MSDH must approve all systems revisions resulting from evaluation of the pilots. Following systems revisions, as necessary, the IC will conduct abbreviated UATs for each pilot area with MSDH participation as directed by the MSDH Project manager.
During this period a Regression Acceptance Test (RAT) shall be developed by the IC in conjunction with MSDH staff and QA provider. This test, based on the UAT and pilot testing, shall be used to test systems modifications and corrections made in future releases of the software. The RAT is designed to test overall system operability after modifications have been installed but before release of the software to the user community. It does not replace the normal modification testing required for changes. Its primary purpose is to ensure that the changes do not affect other aspects of systems functionality. The test shall use standardized inputs and known outputs to assess the impacts of changes.

2.5 TASK 4: Systems Installation and Rollout

2.5.1 Subtask 4.1. Systems Installation, Operations, and Rollout Initiation Meeting

Following successful completion of the pilot tests, the MSDH Project manager shall convene a

meeting at the MSDH campus. The meeting shall be attended by the IC's project manager and other key MSDH, QA provider, and IC staff as deemed necessary by the MSDH Project manager. The purpose of the meeting shall be to discuss and review all project plans, schedules, and deliverables for the systems installation, rollout, and operation of the systems.

2.5.2 Subtask 4.2. Train-the-Trainer, User Training, Site Preparation, and Implementation

Starting with UAT and throughout the systems pilot, the IC will develop training materials and complete the required Train-the-Trainer sessions. This will include advanced training for designated super users. Training materials will be tested, evaluated, and revised as necessary during the Train-the-Trainer and pilot testing. The IC will be responsible for conducting the user training at the first rollout site(s); thereafter, MSDH staff will conduct local site staff training. The IC staff must make sufficient technical staff available to support issue resolution throughout the rollout.

The MSDH hardware vendors may be responsible for installation of software and hardware in the remaining (non-pilot) clinics. ITS will be responsible for ensuring MSDH-Network access to the clinic sites. MSDH will contract with a vendor to install lines from the building entry point to the workstations and other required devices.

The Train-the-Trainer program may employ hardcopy exhibits and handout materials but must include extensive on-line, hands on exercises in order to ensure user proficiency and competence. The IC shall provide MSDH with a method to evaluate user competence at the conclusion of each training session.

MSDH-led training shall be provided at regional sites for all non-pilot local agencies. The IC shall design the training program, agenda and materials, in consultation and coordination with MSDH. Training shall be of sufficient length to ensure trainee comprehension. Immediately following each training event, the IC shall convert and activate the site's respective data for implementation of the systems. MSDH and its other vendors shall perform any other site preparation activities necessary for site start-up.

2.5.3 Subtask 4.3. System Documentation

The IC shall provide final systems documentation for the core systems. See the listing of the documentation required for deliverable #34.

2.5.4 Subtask 4.4. Post Implementation Issue Resolution

The IC will address system issues and provide any needed modifications at no additional cost to MSDH in order to ensure the complete functionality as required by this IAPD (See deliverable #36).

2.5.5 Subtask 4.5. Systems Operations

MSDH will assume primary responsibility for operation of the new WIC systems after proper

sign-off. Through the warranty period, the IC shall provide continual onsite support in the operation of the systems.
During this period, MSDH shall manage the new WIC systems such that they provide all functionality and processing as required to fully support the MSDH WIC Program. Specific tasks will include:
Operate and maintain the central server and database.
Provide all file maintenance, including backups, and archiving of data.
Assure the coordination of all data communications between the central office, local sites agencies and clinics, distribution sites, and the central server.
Assume responsibility for central site security for all equipment, data, and facilities.
Electronically exchange data with other state and federal programs for the purpose of meeting Federal reporting requirements such as to the CDC Nutrition Surveillance Systems and the USDA/FNS minimum data set.
Provide all systems enrollment, FPA usage and reconciliation, and all other required reports in the media required and on the agreed to schedule.
Provide helpdesk services for managing all systems support needs.
During this period the IC's on-site systems analyst will be responsible for the following tasks and materials:
Provide an oversight function to ensure that all procedures and processes are performed and all outputs are produced on an accurate and timely basis.
Assume primary responsibility for resolving any system operations problems that are encountered, either through conducting on-site diagnostics or through liaison with the implementation team.
Provide written disaster recovery procedures capable of assuring system availability requirements.
Assist with other tasks as directed by the MSDH Project manager.

2.6 Task 5: Contract Closure and Systems Transition

2.6.1 Subtask 5.1. Systems Transition Initiation Meeting

2.6.2 Subtask 5.2. Contract (Phase) Closure Plan

2.6.3 Subtask 5.3. Start of (One) 1 Year Warranty Period

2.7 Task 6: Systems Maintenance Contract Extension (If Applicable)

2.7.1 Subtask 6.1. First Year Maintenance Options

2.7.1.1 Systems Status Reporting

2.7.1.2 Systems Modification

2.7.2 Subtask 6.2. Second Year Maintenance Options

2.7.2.1 Systems Status Reporting

2.7.2.2 Systems Modification

2.7.3 Subtask 6.3. Third Year Maintenance Options

2.7.3.1 Systems Status Reporting

2.7.3.2 Systems Status Reporting

2.8 List of Project Deliverables

[NOTE: The following list of contract deliverables is derived from the tasks and subtasks outlined in Section 2.2. The deliverables are listed separately here for ease of reference and should be considered in conjunction with the task plan when evaluating the scope of work for the IC contract. Deliverables that are highlighted are those that MSDH-OHI, MSDH-WIC, ITS, or the hardware vendors would be responsible to prepare or perform. For the present, they have been left in the list in order to reference all the likely steps in the MSDH Project. Many of the deliverables in this list will be required to be submitted in draft form for review and comment by MSDH and the QA provider. Upon receipt of comments and required revisions, the IC will then be required to submit a final version of these deliverables incorporating revisions as appropriate.]

2.8.1 Recurring Deliverables

The following deliverables recur throughout the project on a scheduled basis:
Deliverable 0: Project Status Reports
Periodic, detailed reports on overall project status, work accomplished in the reporting period, objectives for the next reporting period, participant responsibilities for the next period, decision/information requests outstanding, problems and warnings, and schedule and budget issues.
Deliverable 00: Meeting Summaries
Throughout the course of the project, numerous meetings will be held between the IC, MSDH, and the QA provider. During these meetings, details of the transfer, acquisition, modification, and implementation of the systems will be discussed and reviewed. The IC will provide a summary of each meeting, inclusive of a listing of attendees, discussion of major topics, and a report of any decisions reached.

2.8.2 Task Related Deliverables

2.8.2.1 Task 1: Project Initiation and Final Systems Specifications

Deliverable 1: Project Phase Initiation Memorandum
A summary of decisions/plans resulting from the preliminary planning meetings involving the IC and MSDH which clarifies project objectives.

Deliverable 2: Design and Development Plan
The plan shall describe, in detail, the IC's approach to the transfer, acquisition, modification, and implementation of the new WIC systems.
Deliverable 3: Final Work plan and Schedule
A revised copy of the master work plan and schedule to be provided for review and approval by MSDH.
Deliverable 4: Project Gantt and PERT Charts
A plan for the transfer, acquisition, modification, and implementation phases of the project will be provided in Gantt and PERT formats for MSDH review and approval.
Deliverable 5: Final Systems Requirements Document
Systems requirements as defined by the MSDH FRD, IC's proposal, and the acquired/transferred systems.
Deliverable 6: Detailed Functional Design Document
A complete functional design for the systems, based on the MSDH FRD (Chapter I of the IAPD) and inclusive of all functional areas in the FRD. In addition, this document contains detailed descriptions of user systems interaction and all reports utilized or produced by the systems. This document includes a comprehensive data dictionary entry for all data elements to be utilized in the systems.
Deliverable 7: Detailed Technical Specifications Document
Detailed technical specifications for the systems, inclusive of process narratives, data flow diagrams, entity relationship diagrams, data mapping to PIMS' (or replacement's) respective data, and complete listings — inclusive of description, purpose, and incorporated data elements (with record key elements identified) — of all data stores and tables utilized by the systems. This deliverable must include a database schema for the new WIC systems.
Deliverable 8: Implementation, Conversion, Training and Security Plans
Detailed plans for implementation of the new systems, conversion of current existing data, training of technical and MSDH training staff in the operation of the new systems, and maintenance of security for the new systems.

2.8.2.2 Task 2: Systems Acquisition, Transfer, Modification, and UAT

Deliverable 9: Cost/Benefit Document
Detailed cost/benefit assessment of systems design decisions incorporating estimate of monthly operational costs and software maintenance costs based on an estimated number of hours and hourly rate.
Deliverable 10: Site Survey Tool (MSDH)
The MSDH's instrument for collection of additional information as determined to be necessary for development of site plans for the new systems. The Site Survey Tool may be in the form of a mail-out survey followed by on-site survey of selected sites.
Deliverable 11: Local Site Analysis (MSDH)
The MSDH's detailed report of the analysis of all its central office and local sites. This analysis should be complete 120 days prior to the planned installation date for each site. The analysis should take into account the needed telecommunication infrastructure and a detailed site modification plan as a part of its assessment for each site where the systems will be

implemented. The analysis will include assignment by site of the appropriate site model, changes required to physical layout, computer equipment requirements, list of non-WIC applications in use, computer equipment layout, environmental changes if required, staffing level and functional assignment changes if necessary, and procedural changes if necessary.

Deliverable 12: Operational Configurations Report (MSDH)

The MSDH's plan for the optimal operational configurations, as site models, to most effectively and efficiently match staff and hardware while minimizing participant waiting time and increasing service delivery.

Deliverable 13: Staffing Templates (MSDH)

The MSDH WIC Program's model used to determine the recommended staffing patterns for each of the site models. These staffing patterns will be based on existing staffing patterns, with proposed adjustments for the effect of systems modernization.

Deliverable 14: Hardware Templates (MSDH)

The MSDH's model used to determine the recommended hardware configurations and technical equipment specifications for each of the site models.

Deliverable 15: Equipment Review

Review of required equipment for the new systems as recommended in the implementation proposal.

Deliverable 16: Hardware Requirements List

Final listing of hardware required (with detailed technical specifications) by all central office and local sites to accommodate the new systems.

Deliverable 17: Hardware Timetable

IC recommended timetable for MSDH equipment acquisition reflecting a plan for advanced installation of equipment and software prior to training and implementation of the new systems at the sites.

Deliverable 18: Equipment Maintenance Plan

Plan for utilizing and training the MSDH helpdesk staff to pre-screen and refer hardware problems for hardware maintenance after implementation of the new systems.

Deliverable 19: Communications Design

Detailed description of the systems' proposed communications infrastructure.

Deliverable 20: Software and Hardware Installation Plan

Detailed plan for implementation of the new systems at both central office and local sites including rollout schedule.

Deliverable 21: Conversion Plan

Detailed plan for the conversion of data from the current systems to the new systems including a field by field description of converted data elements and any assumptions or proposed calculations affecting converted information. The conversion plan shall take into account possible exceptions to full conversion of the data and provide a fully auditable conversion of the data.

Deliverable 22: User Training Materials

Comprehensive training materials and training session agendas for use by MSDH trainers to conduct user training prior to rollout must include a comprehensive user manual that may be used by sites for systems training after conclusion of the transfer, acquisition, modification, and implementation phases of the project. See Chapter X (Training Plan) for a full description of

training materials required.
Deliverable 23: Help Desk Plan
Detail of the equipment and staffing requirements for MSDH operation of the helpdesk function must include training materials and a plan for transitioning full systems support from the IC to MSDH helpdesk staff.
Deliverable 24: Disaster Plan
Detailed procedures for data security and backup support to ensure that the systems can continue to operate in the event of an emergency must include provisions for backup equipment, backup sites, and off-site data storage.
Deliverable 25: System Software
Fully developed system source and executable code for the new WIC systems. Any required software application packages for operation of the helpdesk must also be provided.
Deliverable 26: Installation and Testing of Disaster Plan
The IC will be required to conduct a test of a fully functional disaster plan to determine sufficiency, including restoration of data.
Deliverable 27: UAT Support
The IC must provide an operating version of the systems software for testing by MSDH staff. Implementation and technical staff must remain on site during the UAT.
Deliverable 28: Post Acceptance Test Revision
After conclusion of the UAT, the IC must make such revisions to the software as deemed necessary by MSDH.

2.8.2.3 Task 3: Systems Conversion, Training, Pilot Implementation, and Revision

Deliverable 29: Conduct User Training for Pilots
The IC will be required to lead and conduct the systems pilot training activities and will include super users and other Train-the-Trainer staff in the pilot training program.
Deliverable 30: Pilot Testing
The IC must install and test the systems at selected local sites and the MSDH WIC central office to ensure that the systems operate properly in an actual working situation. A detailed written report describing the pilot results and conclusions is required to be submitted for each pilot site.
Deliverable 31: Helpdesk Operation
The IC will be responsible for operation of the helpdesk during systems implementation and until the systems are handed over to MSDH. The plan must include integration of MSDH helpdesk and technical staff into the ongoing operation of the helpdesk.
Deliverable 32: Post-Pilot Revision
After conclusion of the pilot test(s), the IC must make such revisions to the software as deemed necessary by MSDH.
Task 4: System Installation and Rollout

2.8.2.4 Deliverable 29a: Support User Training

The IC will be required to provide support to MSDH's team of trainers. MSDH staff will lead and conduct the systems training activities.

Deliverable 33: Software and Hardware Installation
MSDH-OHI will be responsible for hardware installation including coordination of selected hardware vendor(s) involvement. The IC will be required to install the WIC application software and the converted data for each respective site.
Deliverable 34: Systems Documentation
The IC must provide MSDH with complete systems documentation, including but not limited to source code, user and operational manuals, and functional and technical design documents.
Deliverable 35: Systems Documentation Assurance
Proposals must contain a positive statement that all such documents will be provided to MSDH and discuss the method or process by which the IC will conduct this transfer.
Deliverable 36: Post Implementation Issue Resolution
The IC will be responsible for addressing any issues discovered in the post-implementation evaluation at no additional cost.

2.8.2.5 Task 5: Initial (1) One Year Warranty

Deliverable 37: Systems Maintenance, Support, and Transition Plan
The IC will support and maintain the new WIC systems to the extent described in section 5.5 until contract closure. During the implementation phase and prior to the transition to MSDH's operation phase, the IC will provide a written plan for the transition of systems operation and maintenance from the IC to MSDH. This plan will include notification of any procedural, staffing, or resource requirements.

2.8.2.6 Task 6: Extended Warranty Period

Deliverable 38: Modified Software, Training Materials, and Documentation

The IC must provide MSDH with incorporated changes to the following: fully developed systems source and executable code for the new WIC systems; comprehensive materials for use in systems training, including materials that may be used by sites for systems training after conclusion of the transfer, acquisition, modification, and implementation phases of the project; and complete systems documentation, including but not limited to source code, user and operational manuals, functional and technical design documents, and software image plan.
Deliverable 39: Monthly Systems Status Reports
During the period in which the IC is maintaining the systems, the IC shall communicate regularly with MSDH management and report the nature and type of all issues with recommended resolutions in a monthly System Status Report.
For all deliverables, the IC must make revisions to the documentation as required by MSDH. In addition, all items must be made available to MSDH in electronic format as supported by software available to MSDH at no additional cost.

IX. Security Plan

3 Security Plan

The MSDH WIC Program recognizes that automation of local service delivery sites introduces the need for comprehensive and thorough information security planning. The fundamental components of a site security plan are described in this document. As part of the initial implementation tasks, a complete and detailed security analysis will be conducted, and the security plan will be finalized. The security components identified in Sections IX.2 through IX.10 of this chapter will form the basis of the project's final security plan.

3.1 Overview

The security plan must encompass three dimensions of security: confidentiality, integrity, and availability. Confidentiality protects private data, such as medical information, by controlling access to the systems. Integrity is the property that ensures the systems will neither corrupt the information it contains nor allow any unauthorized malicious or accidental changes to their respective data. Availability refers to the ability of systems hardware and software to work efficiently and recover promptly and completely following a natural disaster or environmental problem (e.g., power outage).

3.2 Physical Security of ADP Resources

Physical security provides a first line of defense against theft, tampering, and careless misuse, in addition to protecting the computer equipment from damage caused by natural disasters. Protection mechanisms of this type include traditional locks and keys, as well as advanced technologies such as smart cards and biometric devices.
The security plan should address specific techniques for providing site security against the events described below.

3.2.1 Fire and Smoke Protection

Computer systems are extremely sensitive to smoke damage. Thus the security plan will address safeguards to mitigate fire and smoke hazards, and may include protections such as installing smoke detectors near the hardware, keeping fire extinguishers in and near the computer rooms, enforcing no-smoking policies, and using specially-formulated gases, such as Halon, in the fire suppression system.

3.2.2 Climate Control

Some hardware can tolerate extreme fluctuations in temperature better than others. The security plan will identify the hardware's climate control limitations and will address safeguards to mitigate climate control hazards, such as equipping heating and cooling systems with air filters to protect against dust.

3.2.3 Earthquakes, Tornadoes, or Other Natural Disasters

The security plan will address actions taken to protect hardware against damage from broken windows and damage from falling objects. Such protections might include keeping computers away from glass windows and high surfaces and protecting computers from falling objects in the event of strong vibrations or high winds.

3.2.4 Water Damage

The security plan will also address actions taken to prevent various types of water damage. For example, flooding can either result from rain or ice build up on the building's roof or result from a toilet or sink overflow inside.

3.2.5 Electricity

Hardware can suffer from too much or too little electricity. Therefore the security plan will outline safeguards to protect against serious damage during an unprotected power loss or surge. The plan will likewise address the installation of an uninterruptible power supply (UPS) to absorb power surges, provide extra voltage during brownouts, and if power fails completely, provide power until the systems can be shut down or power restored.

3.2.6 Lightning

Lightning generates enormous power surges and is therefore a danger to hardware even if surge protectors have been installed. Consequently, the security plan will discuss actions taken to prevent power surges from lightning striking.

3.3 Equipment Security

The security plan should describe the safeguards that local sites will undertake to limit access to the physical workstations. Safeguards may include the use of locked cabinets and drawers (where appropriate and feasible). Anti-theft devices, such as non-removable identification tags, and equipment bolts should be used to protect against theft or unauthorized use.

Because the local sites will be responsible for maintaining a current, written inventory of all WIC computers and related equipment, the security plan will contain procedures for conducting equipment inventory. MSDH will be required to verify the accuracy of this inventory on an annual basis.

3.4 System Security

The security plan should contain mechanisms for limiting system access to authorized users only, and should address the safeguards described in the following sections.

3.4.1 Identification and Authentication

In addition to the primary level of security provided by physical mechanisms, a second and equally important level of system security is provided by controlling access to the systems. Control of systems access resolves the following questions: Who is allowed to log in? From what device are they allowed to log in? How do the systems decide whether the user is a legitimate user? How do the systems keep track of who is performing what actions in the systems?

The first three questions are answered in a two-step process called identification and authentication. The fourth question is answered by the use of audit logs. Each of these issues is explored in the following sections.

3.4.4.1 User Identification — User-ID

Users will be required to identify themselves to the new WIC systems by entering a unique log-in identifier followed by a password. The user-ID is typically a name, initials, a number, or an account assigned by the systems administrator. Because many operating systems and relational database management systems (RDBMS) expect identifiers of a specific format, the specific convention for user-IDs will be determined during system requirements elicitation or detailed system design within the scope of current MSDH policies.

3.4.1.2 User Authentication — Password

A password is typically a string of letters and/or numbers (also known as alphanumeric characters) known only to the user. Password parameters consistent with MSDH policies will be expected for the new WIC systems.

Initial passwords will be provided by the systems, and users will be required to change their passwords the first time they log on. Additionally, the systems will have the ability to allow users to change their passwords on demand. The systems administrator will also have the ability to change a password in the event the password is compromised or forgotten.

The RDBMS will store all passwords in an encrypted form according to the standard procedure provided by the RDBMS. Neither screen displays nor printouts of password tables or files will be allowed.

Attachment A at the end of this chapter provides the Standard MSDH Database Security Policy.

3.4.1.2.1Password Protection

Both systems administrators and users share responsibilities for enforcing password security. In addition to damaging a user's files, someone who knows a user's password can also compromise the systems or network.

Every user-ID must have an associated password; no log-ins will be allowed without a password. Passwords should never be shared, divulged to co-workers, or posted next to a computer. If a password is shared, deliberately or inadvertently, the user or systems administrator should change the password immediately. Even if passwords have not been compromised, they should be changed on a regular basis as consistent with MSDH policies.

3.4.1.3 Systems Entry

To enter the new WIC systems, the user will be prompted to enter a user-ID and password. The password will not be echoed or displayed on the screen. The systems will then authenticate the user's identity by verifying that the entered password for that user-ID is valid. The user will be allowed to access the systems only if the password entered matches the user-ID's respective password stored by the system(s).

A user will be given three attempts to enter the correct user-ID/password combination. Following a third incorrect attempt, the systems will deny access, lock the user-ID and

return the user to the operating system level resulting in a temporary user-ID deactivation period. This procedure prevents unauthorized users from gaining system access and prevents the use of automated password-cracking software.

3.4.1.4 Audit Logs

An audit log records all systems activity (e.g., log-ins and log-outs, file accesses, security violations) and provides a chronological set of records. These records are used to reconstruct, review, and examine all systems transactions from initiation to output of final results and can also be used to track system events and detect and identify intruders. All RDBMS provide auditing capabilities. The audit log will perform the following actions:
Monitor attempts by authorized users to gain access to specific systems functions for which they have/have not been authorized.
Produce a report, upon request, listing individuals, time, and location (e.g., workstation) of all authorized/unauthorized accesses.
Record the user-IDs of all authorized/unauthorized attempts to log on to the systems.

3.4.1.5 Vendor Backdoors

Vendor backdoors allow uncontrolled access to the network or systems and should be identified and eliminated. This approach includes, but is not limited to, changing default passwords.

3.5 Software and Data Security

Software and data security in the new WIC systems will comply with state and federal policies. In particular, the following sections address issues related to data integrity, access, and privacy.

3.5.1 Data Integrity (Systems Edits/Reports)

A secure system must maintain the continuing integrity of the information stored in it. Integrity (or accuracy) means that the systems must accept only correct data, must not corrupt stored information, and must not allow unauthorized malicious or accidental changes.
The systems will include extensive data entry integrity checks to ensure that only correct data is saved to the database.
The security plan will also address those system security features designed to detect data errors and identify potential fraud and abuse.

3.5.2 Data Access

The systems will limit access based upon roles and privileges defined and assigned to user-IDs. For example, user-ID “ABC123” will be allowed to process enrollment at the local level, whereas user-ID “DEF456” will be allowed to perform table maintenance functions at the central office level.
Each level of the systems will be protected by user-ID and password safeguards. Authorized users for each role or group will be granted access only to information at their assigned access level and below. The systems will provide functionality to assign

individual users the authority to perform specific system functions. For example, an intake clerk may be allowed to enter general eligibility data, but not enter nutritional risk data or assign FPAs. The creation of customized roles and groups will be controlled at the Central level.

3.5.3 Data Privacy

The security plan will discuss those measures used to ensure sensitive medical information is not disclosed to persons without a need-to-know. Data privacy will extend to printouts and reports as well as online data. The new WIC systems will adhere to federal HIPAA compliance regulations.

3.6 Network (Communications) Security

Communications security concerns the protection of information during transmission over telephone, cabling, microwave, satellite, or other means. This branch of security focuses on controlling network access to computer systems and external connections. A number of different strategies exist for accomplishing security in a networked environment. The choice of which strategy(s) to use and how many strategies to employ depends largely on the type and scope of the network, the level of trust that can be placed in the users, and the value of the data that is being transmitted. Two network security strategies are described below.

3.6.1 Encryption

Encryption is one mechanism for ensuring information confidentiality, integrity, and availability. It involves the transformation of original information (called plaintext) into unintelligible text (called ciphertext). The determination to encrypt/decrypt information transmitted over the network will be made during the detailed design elicitation process.

3.6.2 Firewalls

A firewall limits access to a node on a network (and the files and programs that node contains) by someone with the ability to log on to the systems from a remote location. Firewalls can be implemented with hardware devices, via a set of automated procedures, or both. The security plan will discuss the need for firewalls and the method used to implement them. MSDH-OHI and ITS will ensure firewalls and encryption are used in keeping with Mississippi policies.

3.6.3 Authentication

Any internal or remote access to the network will require a user to enter a user-ID and password. The system(s) will authenticate the user's identity by verifying that the entered password for that user-ID is valid. The user will be allowed to access the system (internally or remote) only if the password entered matches the user-ID's respective password stored by the system(s).

3.6.4 Anti-Virus Protection

Any PC or WAN/LAN that communicates with the outside world, even through dedicated lines to a host system, is vulnerable to virus attack. The security plan will address the need for anti-virus software to be enabled on each workstation, and for routine updates of the data file of viruses that the software must scan for.

3.7 Operations Security

3.7.1 Backup and Recovery Plan

Backups of the systems and all data stored on them are essential to ensure that the MSDH WIC Program can successfully recover from a disaster such as fire, flood, vandalism, or theft of data. Whatever the cause, and whatever the extent of the damage, the MSDH WIC Program will be able to recover in due course if recent backups of system data exist. Therefore, the security plan will address both the procedures used to back up systems information and the frequency with which the backups will occur.

Systems backup entails copying data from the systems onto a medium from which the data can be restored in the event the original data are destroyed or compromised. Two types of backups exist: full and incremental. Full backups copy all data in the systems. Incremental backups copy only data that have been changed since the last full backup. A sound backup plan also addresses the off-site storage of media and procedures for replacing (if necessary) system components following a system failure.

The RDBMS selected for these systems will include instructions for performing backups. The MSDH WIC Program should follow the RDBMS protocols and establish well-defined rules about performing regular backups, which may be either full or incremental. The existing MSDH Backup and Recovery Policies and Procedures will be utilized. Backups should be encrypted if they contain sensitive data. Extra backups should be stored off-site in a locked, preferably fireproof, location. Care must be taken to ensure that the same disaster that wiped out the systems will not wipe out the backups as well.

3.7.2 Disaster Plan

A disaster plan is used for responding to a system emergency. The plan includes performing backups and preparing critical facilities that can be used to facilitate continuity of operations in the event of an emergency or when recovering from a disaster. The IC, working closely with MSDH-OHI and ITS staff, will develop a disaster plan to address potential emergency events. The plan will include the following items:

List of all procedures for data security and operations in the event of an emergency

Identification of various levels of emergency response from minor events (power outage, communications failure) to major events (catastrophic natural disaster), and list of procedures to be followed in the event of each

Identification of timelines for returning the system to full operation

Identification of the site selected for contingency operations, and all systems and materials (current data, programs, run books, documentation, and support supplies) needed to run the operation from the alternative site

Identification of an Emergency Mode of Operations tasks, which will provide a hierarchical list of contact information, meeting locations, establish methods for utilizing resources and obtaining additional resources during the emergency, and establish a process for moving from normal operations into and out of the emergency mode of operation.
Identification of a Business Continuity Plan in the event that computers or the communications infrastructure is down.
Following the approval of the disaster plan, MSDH, at its option, may require the IC to develop test scenarios for each level of emergency contained in the plan. These scenarios will be tested under mock emergency conditions, and the effectiveness of the recovery procedures will be evaluated. The plan will be modified, as required, to reflect the results of the evaluation.

3.7.3 Incident Handling

The security plan will identify what procedures will be followed if the systems have been compromised or data has been lost. Incident handling procedures are frequently specified at a state level higher than the MSDH.

3.8 Dual Participation

Detection and prevention of dual participation will be established. Within sites, dual enrollment will be prevented through on-demand participant record look-up and unique identification numbers. Dual redemptions will be prevented through scheduled and on-demand reconciliation processes along with electronic food instrument validation at time of presentation for redemption.
At a minimum, the central server will run periodic comprehensive dual participation checks on the database. These checks will include the distribution of the information to local staff regarding the last WIC food package(s) assigned to the participant and electronic methods for resolving and reporting follow-up actions.

3.9 Food Instrument Issuance

A key component of the new WIC systems will be the electronic issuance and redemption of food instruments. This system feature will afford the MSDH the security measure of being able to reconcile issuance and usage of benefits.

3.10 Personnel Security and Security Administration

Personnel security centers on policies, procedures, education, and training. The policy and procedures are documented in the MSDH Personnel Board Employee handbook and in the HIPAA Security Rule Policy and Procedures documentation.

3.10.1 Security Training

Security training for WIC will be covered in the Security Awareness Training Plan (HIPAA).

Attachment A:

Standard MSDH Database Security Policy

DATABASE USER ACCOUNTS. – Accounts for each individual database user.

Every individual person who connects to the database will have their own account that will be auditable. The only way that a user can be truly audited is for the user to use their own individual database login account. Individual users will not be allowed to share accounts or use any generic account. These accounts will have only the CONNECT role privileges that include only select, insert, update, and delete of data rows. Other privileges or functions, such as truncate table, will be granted on an as-needed basis. User accounts will not be allowed to have database administrator (DBA) roles or ADMIN, SA, SYSTEM, SYS, SYSDBA, or SYSOPER system privileges grants in any MSDH database environment. All account passwords are required to be encrypted. Please see the PASSWORD MANAGEMENT section below for more about passwords.

SCHEMA-OWNER ACCOUNTS - Accounts under which the database schema is built or created.

Schema-owner accounts will not be allowed to have database administrator (DBA) roles or ADMIN, SA, SYSTEM, SYS, SYSDBA, or SYSOPER system privileges. They may have the RESOURCE, IMP_FULL_DATABASE, and EXP_FULL_DATABASE roles only in TEST. They may have only the IMP_FULL_DATABASE role in QA and Production. All account passwords are required to be encrypted. Please see the PASSWORD MANAGEMENT section below for more about passwords.

OTHER ACCOUNTS

Persistent-database-connection accounts, such as those for web services or connection pooling purposes, will be granted only the CONNECT role. All account passwords are required to be encrypted. Persistent-database-connection accounts will not be allowed to have database administrator (DBA) roles or ADMIN, SA, SYSTEM, SYS, SYSDBA, or SYSOPER system privileges grants in any MSDH database environment. Please see the PASSWORD MANAGEMENT section below for more about passwords.

PASSWORD MANAGEMENT

The following policy applies to all database account passwords used on OHI platforms.

1. Will be composed of an eight (8) character string that includes a combination of lower and upper case alphanumeric characters and the numerals 0-9.
2. Will be encrypted.
3. OHI Database administrators will control all aspects of passwords.
4. Have a life of 90 days. Will expire in 90 days.
5. Three (3) attempts to log in with an invalid password will lock a user out.
6. Change history will be logged and recorded.
7. Can never be reused.

X. Training Plan

4 Training Plan

4.1 Training Overview

The following training plan describes the strategies, activities and tasks necessary to provide the MSDH WIC Program staff, including central office and local site levels, with the skills necessary to operate the new WIC systems successfully. The training plan will help to ensure that project outcomes are successfully achieved by preparing the MSDH WIC Program staff to use the new WIC systems effectively. Primary goals of the training process include the facilitation of systems implementation and maximization of its effectiveness. Another goal of the training activity is to leave the trainees with enthusiasm and desire to use the new WIC systems.

Training activities will immediately precede and be accomplished in concert with the phased rollout implementation of the new WIC systems. In addition, training materials and methods will continue to be used in an on-going basis after the conclusion of the implementation of the new WIC systems, as integral components of training for all new MSDH WIC Program staff.

4.2 Objectives of Training

The principal objective of the training is to ensure that all MSDH WIC Program staff will be capable of utilizing the newly automated operations of the new WIC systems to support their job related duties and responsibilities effectively and appropriately. The training for users is to be competency based, with competency-based assessments conducted at the completion of the training for each staff member. The assessments will require trainees to demonstrate that they have learned the requisite information to use the systems in his/her respective central office or local site.

To accomplish these objectives it is necessary that the training realize certain specific goals. For example, the training must foster the belief that the new WIC systems are valid and valuable tools that assist significantly in providing WIC services. In addition, the training experience must relate directly to the central office and local site procedures and support activities that must be accomplished to operate and manage the MSDH WIC Program.

The remainder of the training plan presented in the following sections is intended to support these objectives while understanding that the eventual training design will have to further these objectives as well.

4.3 Implementation Contractor Responsibilities

The IC will be responsible for developing all training materials and programs in consultation with the MSDH WIC Program. In addition, the IC will conduct two training components that are key to the new WIC systems' successful implementation:

- Training on the new WIC systems. This will involve a Train-the-Trainer approach as described below in 4.3.1.
- Training for MSDH-OHI staff on central systems operation and maintenance, and the helpdesk, as below described in 4.3.2.

4.3.1Train-the-Trainer Approach to Systems Support Training

The IC will conduct a series of Train-the-Trainer sessions, in which MSDH staff will be instructed in the use of the new computer system. The trained staff will in turn conduct application training for state local and clinic WIC staff. Sections 4.4 and 4.5 present an overview of the types of training expected to be conducted by MSDH WIC Program trainers.

The IC will be required to provide the MSDH's team of trainers with thorough instruction in all of the instructional tools to be used in subsequent training activities for MSDH WIC Program staff. These tools include the training modules, materials, software, and hardware detailed later in this chapter. Additionally, MSDH WIC Program trainers must receive sufficient training in ad hoc reporting and report writing, as well as competency-based assessment.

Technical staff of the IC will provide support to the MSDH WIC Program trainers for the first four weeks of systems roll-out. With comprehensive instruction and appropriate support from the IC, MSDH anticipates that MSDH WIC Program trainers will not only facilitate training for the implementation phase, but will also support the need for future staff training after the completion of new systems implementation.

4.3.2MSDH-OHI and ITS Technical Support (Central System Operation and Helpdesk) Training

MSDH is both committed to "taking ownership" of the new systems and mindful of the need to adequately address future support requirements. Toward that end, the IC will be required to conduct on-the-job training for MSDH-OHI staff who will eventually operate the WIC central server and database, as well as provide ongoing operation of the helpdesk.

Training should be of sufficient technical detail to allow trainees to assume responsibility for all systems operational requirements. The IC will be responsible for operating the helpdesk until hand-over of the systems. However, the final training plan must include steps to provide MSDH helpdesk and MSDH-OHI staff with adequate capability to ultimately run the helpdesk.

Following is a list of some of the elements that should be included in the IC training for the MSDH-OHI staff:

- Beginning of day/end of day procedures
- Maintaining security
- Data communication issues
- Troubleshooting hardware and software problems
- Systems data files
- Systems process flow
- Systems data flow
- Systems entity relationships
- Systems source code
- Systems documentation
- Systems maintenance

- Systems enhancement
- Ad hoc inquiry and report writing
- Competency-based assessment

4.3.3 User Training for Pilot Sites

In addition to the training components described in the previous two sections, the IC will be responsible for leading and conducting system training activities at pilot sites. The training materials and modules developed in conjunction with MSDH WIC Program staff will be used during pilot training sessions, as well as during subsequent events conducted by state trainers. As a result, the IC may propose to incorporate instruction for Train-the-Trainer staff and/or MSDH-OHI staff into the pilot training program.

4.4 Training Led by MSDH-OHI and ITS

In order to successfully accomplish the training objectives described in Section 4.2, several specific and independent types of training will be conducted by MSDH WIC Program. The IC will be responsible for incorporating these training components, listed below, into the design of training materials and modules. These training components will also be used by the IC to conduct user training at pilot sites.

4.4.1 Training "Kick-Off"

- Basic Computer Training
- Typing Classes
- Policy and Procedure Training
- MSDH WIC Program Staff Training
- Clinic Staff Training
- Food Delivery Staff Training
- Central Office Staff Training
- Report Writing and Analysis Training

Each of these training types is addressed separately in the following sections. As indicated above, the materials and modules for these training sessions will be designed by the IC for use by the MSDH WIC Program trainers.

4.4.1 Training “Kick-Off”

To help establish systems ownership, foster the belief that the new WIC systems will provide valuable contributions to the MSDH WIC Program, create an atmosphere of anticipation, and formally introduce MSDH WIC Program staff to the new WIC systems, a series of “kick-off” presentations are proposed. The kick-offs would be located regionally and would consist of formal, pre–hands-on training that may be of 1-day or 2-day duration. Depending on the price quoted by the IC, these may be conducted by the IC or by MSDH.

4.4.2 Basic Computer Training

Prior to systems training, Basic Computer Training will be conducted for the MSDH WIC Program staff members who have no prior experience with using computers. The focus of this course is to get those users functioning in the world of computers. The Basic Computer training will introduce users to basic functions and basic computer concepts such as, Computer Terminology, Basic Keyboarding, Using a Mouse, Basic Desktop Navigation, Basic Hardware Devices, Basic Software Concepts, Email, and Word Processing. MSDH Professional Enrichment staff will lead and conduct Basic Computer training at each district. MSDH Professional Enrichment staff will also develop self-paced training CDs to include with the training manual. Users can later use the self-paced Basic Computer Training CD as a refresher course.

4.4.3 Typing Classes

Prior to systems training, typing classes will be conducted for the MSDH WIC Program staff members who need to learn how to type. Typing classes will be provided at different levels, to ensure that the basic typing skills are acquired, as well as an acceptable typing speed. This training will also ensure client wait times are not extended as a result of slow typing speeds from users who will enter client data and SOAP notes. Typing classes should start as soon as possible to ensure users have acquired the typing skills and typing speed needed, before the system is implemented.

4.4.4 Policy and Procedure Training

Due to the inevitable impact on policy and procedures that implementation of the new WIC systems will engender, specific training events are proposed to discuss these implications. MSDH WIC Program staff may conduct this training. Alternatively, the IC may be asked to integrate policy and procedure considerations into its design of training modules and materials as appropriate.

4.4.5 Central Office Staff Training

Training for MSDH WIC Program staff at the central office will consist of functionally specific training for all such staff of who will utilize the new WIC systems. It is desired that the training provide real world examples of system tasks for each respective staff category and MSDH WIC Program operational area. Thus, for example, caseload management staff would be trained in caseload management functions of the new WIC systems.

4.4.6 Local Clinical Staff Training

Training for MSDH WIC Program staff at the local clinics will consist of functionally specific training for all such staff of who will utilize the new WIC systems. It is desired that the training provide real world examples of system tasks for each respective staff category and MSDH WIC Program operational area. Thus intake and certification staff would be trained in functions of the new WIC systems related to their duties, such as participant data input and appointment scheduling; nutrition education and health

assessment staff would be trained in functions of the new WIC systems related to health surveillance and dietary analysis; and so on.

4.4.7 Local Food Distribution Staff Training

Training for MSDH WIC Program staff at the local distribution sites will consist of functionally specific training for all such staff of who will utilize the new systems. It is desired that the training provide real world examples of system tasks for each respective staff category and MSDH WIC Program operational area. Thus FPA redemption staff would be trained in functions of the new WIC systems related to their duties, such as food delivery.

4.4.8 Report Writing and Analysis Training

Central office and local site staff involved in ad hoc reporting will be provided instruction and assistance in generating and producing ad hoc reports from the new WIC systems.

4.5 Modules for Training Led by MSDH-OHI and ITS

Each of the types of training described above will require careful development of plans incorporating appropriate training modules. The eventual design of the new WIC systems will largely dictate the appropriate modules for new WIC systems training, but certain parameters may be anticipated at present. For example, modules for MSDH WIC Program central office staff training would differ to some extent from those for local site staff training. In addition, for each training type, modules appropriate to each staff category will be required. The following lists, while not intended to be comprehensive, do comprise a sampling of anticipated training topics for each training type.

4.5.1 Training "Kick-Off"

- Overview of new systems
- Review of systems implementation schedule
- Review of Migration plan
- Review of systems training plan

4.5.2 Policy and Procedure Training

- Intake of basic eligibility data
- Risk codes
- Food package assignment
- Food package redemption
- Equipment security
- Systems security
- Any other policy and/or procedure impacts

4.5.3 Central Office Staff Training

- Planning and managing caseload
- Administering program requirements

- Managing finances
- Maintaining security
- Report production
- Ad hoc reporting and report writing
- Competency-based assessment

4.5.4 Local Clinical Staff Training

- Sign-on/-off
- Maintaining security
- Appointment scheduling
- Participant enrollment
- Health/risk assessment
- Participant certification
- FPA assignment
- Referral procedures
- Nutrition education
- Reporting functions
- Competency-based assessment

4.5.5 Local Food Distribution Staff Training

- Sign-on/-off
- Maintaining security
- Food instrument verification
- Food instrument redemption
- Inventory reconciliation
- Food product ordering and receiving

Any additional required modules, as well as time requirements and the training methodology and approach for each module, will be proposed by the IC.

4.6 Training Methodology

Training should comprise a combination of demonstrations and examples, classroom presentation, extensive hands-on (i.e., on-line) experience in utilizing the new WIC systems, and "How-To" CDs. Each of these approaches is discussed briefly below.

4.6.1 Demonstrations/Examples

For each aspect of the new WIC systems' use, a short demonstration/example unit of training is desired to familiarize trainees with the new WIC systems usage prior to hands-on practice. This approach will allow for undisturbed time during which trainees may become familiar with modules of the new WIC systems. In addition, a "demo-mode" version of the new systems is desired that would provide a self-guided walkthrough of the systems. Access to the demo systems will be arranged for all MSDH WIC Program staff prior to formal training events. The demo systems will provide an

opportunity for trainees to receive an overview of the systems and become accustomed to systems look, feel, and usage prior to the formal training sessions.

4.6.2 Classroom Presentation

Lecture or classroom presentation approaches are effective methods for complementing and extending the effectiveness of other aspects of training. Lecture units can support learners as they apply new skills in hands-on modules and can serve to reinforce learning and maximize training usefulness.

Certain unique advantages also apply to lecture-based training sessions. The uninterrupted time for learning helps support training goals. Additionally, trainees may support each other in learning new systems through questions and answers and appreciation of each other's progress. Classroom presentations also help ensure uniform standards with respect to what trainees obtain from the learning experience.

4.6.3 Hands-On Experience

It is important that new systems training make maximum use of hands-on experience, the most effective and desirable means of learning a new system. The training should incorporate extensive on-line practice in the use of all systems modules. Therefore it is assumed that trainees will utilize equipment comparable to that which will be installed at their worksites.

4.6.4 How-To Training CDs

How-To Training CDs will be created to provide continuous self-paced learning and how-to instructions after the completion of classroom training. The “how-to” CDs will provide classroom like visual presentations, with full motion video, audio, and graphics. The CDs will contain instructor lead step-by-step instructions for performing specific functions (e.g. how to add a new patient, how to create a FPA, etc...). MSDH Professional Enrichment staff will collaborate with MSDH’s team of trainers to produce the Training CDs.

4.7 Training Location and Schedule

It is anticipated that training events led by MSDH-OHI will be regionalized for all non-pilot local sites. That is, training events will be held in a number of geographically dispersed locations sufficient to satisfy staff training needs while minimizing the distances traveled by trainees to attend such sessions.

Each of the training events is anticipated to be of adequate length to ensure trainee comprehension. Likewise, it is desired that training be closely coordinated with systems rollout to ensure that training for staff is followed closely by systems implementation at their respective site. Therefore, directly following each training event, the IC will convert and activate each site’s respective data for systems implementation. Overall training activities are expected to be completed within 6 to 8 months from successful completion of new systems pilot testing.

4.8 Training Facilities

Facilities will be required for hosting training sufficient to accommodate the anticipated number of trainees for a given session, to achieve the desired regionalized training approach, and to provide for the feasibility of both hands-on and lecture training modules. Facilities must be comfortable and appropriate to the training objectives. The MSDH and ITS will assume responsibility for identifying and securing facilities to host system training events, including those conducted by the contractor.

4.9 Training Equipment

To support the hands-on training methodology, it will be necessary to furnish sufficient equipment to provide each trainee with uninterrupted access to a workstation comparable to the workstation that will be used in the trainee's workplace. Additionally, printers sufficient to support hands-on experience in report generation will also be required. MSDH will assume responsibility for furnishing sufficient equipment to meet these needs. It may be necessary to coordinate scheduling of regional training events with the demands of equipment provision and installation. Provision of additional equipment as may be required by the IC's detailed training plan and approach, such as overhead projectors, data display adapters, projection screens, tripods and easels, and so on, will be the responsibility of the IC for those sessions conducted by the IC unless it is readily available from MSDH resources.

4.10 Training Software

Several software applications may be required for utilization in the new WIC systems training effort. MSDH will entertain the IC's proposals for training software sufficient to meet training objectives. It is expected that at a minimum, actual working systems with sample database(s) would be required to support hands-on systems training. In addition, as noted above in the section on training methodology, MSDH desires that a demo-mode version of the system software be provided for distribution to all trainees for utilization prior to formal system training. In the event software applications external to the new WIC systems are employed for such purposes as data communications, word processing, ad hoc reporting, and so on, such software must also be provided for the training events, and usage of these applications must be addressed sufficiently in the training modules.

4.11 Training Materials

As indicated previously, the IC will be responsible for the production and distribution of all materials required to support training activities for all training events. These materials will include, but are not be limited to, student manuals or handbooks, any required additional handouts, any required systems documentation, systems usage keyboard templates, quick reference systems usage instructions, and binders or other appropriate student material folders. The IC will be responsible for provision of sufficient training materials to allow each trainee to use and keep an individual copy of all training materials. This must include a complete student training manual and copies of any additional handouts used in training events. In addition, the IC must provide MSDH with reproducible camera-ready copy of all training materials and electronic copies for

revision as necessary to support future systems training requirements. All training materials developed for the training activities will be subject to review and approval by MSDH prior to their incorporation in the training events.

4.12 Training Evaluation

The IC will be required to provide MSDH with a tool for conducting competency-based evaluation of training activities. This evaluation tool must be sufficient to demonstrate that trainees have received instruction that has given them an understanding of the new WIC systems and the foundation to develop proficiency in their usage. At a minimum, each trainee at the conclusion of a training event must complete the evaluation. It may be desirable or preferable for specific evaluations to be conducted at the conclusion of each training unit. The evaluations will also serve to assist MSDH and the individual trainers in efforts to evaluate and improve the training process and provide a means for trainees to indicate their level of satisfaction with the training program. Both objective and subjective evaluations of the effectiveness of training are crucial to the success of systems implementation.

4.13 Training Completion

MSDH will be responsible for maintaining a log for keeping track of who has received training. The log should contain each MSDH WIC Program staff member, including central office and local site levels. MSDH will be responsible for ensuring that each WIC Program staff member completes his/her assigned training session.

4.14 Formal Training Plan

Prior to initiation of training events, the IC will be required to develop and obtain MSDH WIC Program's approval of a formal training plan that meets all goals, provisions, and objectives of the training activities as described in this chapter. MSDH will also entertain IC-suggested options for meeting overall training requirements and objectives that differ from the plan presented here.

EXHIBIT E
APDU

Project Status

The Mississippi State Department of Health (MSDH) started calendar year 2007 by releasing a Request for Proposal for the implementation of an integrated Public Health Information Management System (PHIMS). The procurement included a Bidder's Conference in February 2007, an extension of time for the bidders due to the time required to provide answers to some of the technical questions posed by the vendors. Proposals were received and opened in June 2007. The Department of Information Technology Services (ITS) reviewed the proposals to ensure all of the proposals were considered responsive and complete. Four proposals were submitted. One proposal was deemed nonresponsive and was rejected immediately. A second proposal was deemed nonresponsive due to an incomplete proposal – a Women, Infants and Children (WIC) solution was not included in the submitted proposal. The proposals were released to the MSDH in mid-July and initial reviews were completed. Copies were made of sections of the proposals and distributed to the project evaluation team members. The review of the proposals took place during the month of August with initial reviews completed by the end of August resulting in questions being submitted to the vendors. During the month of September, a core team of MSDH and ITS staff traveled to Indianapolis and Wisconsin to review implemented components of proposed solutions. In addition, several conference calls and a web conference were conducted with another site. Several reference calls were made to sites identified as references for the proposing vendors. MSDH hosted four days of vendor presentations – two days per vendor. The evaluation team reconvened after the site visits and vendor presentations to determine if additional questions needed to be asked. At this time MSDH and ITS staff started an in depth review of the cost proposals. After final review of the two proposals and evaluation of the cost proposals, MSDH with concurrence with ITS made the decision to reject both proposals for multiple reasons including cost, risk, and lack of an acceptable complete solution. MSDH contacted the United States Department of Agriculture (USDA) Food and Nutrition Services (FNS) to discuss the options available for moving forward with an inclination toward a State Agency Model (SAM) solution with specific interest in the SPIRIT project. USDA provided guidance for requesting the approval to move forward with a SPIRIT solution.

Since that time, the WIC project team has spent extensive time evaluating the SPIRIT solution and determining if Mississippi will be able to accept the solution with only minor modifications. This has included access to a demo system for many of the MSDH key users and demonstrations/evaluations with field staff and independent providers. The MSDH team also evaluated how the SPIRIT system would be interfaced with the MSDH Patient Information Management System and systems used by independent certifiers. All of these items are defined in the Changes to the Approved IAPD section of this document.

1. Changes to the Approved IAPD

The MSDH has evaluated and is committing to transfer the SPIRIT State Agency Model (SAM) solution to Mississippi to facilitate the WIC clinical requirements for an automated solution. This will be completed with minimal modifications to the baseline SPIRIT solution. In addition to the SPIRIT implementation, MSDH will also integrate (tightly or loosely) an inventory management solution to facilitate the MSDH needs for such a solution. The requirements for the inventory management solution will be consistent with the requirements in the original Implementation Advanced Planning Document. The preference will be to procure a Common Off The Shelf (COTS) solution and facilitate the integration between SPIRIT and this solution. MSDH will entertain extensive enhancements to the SPIRIT inventory subsystem provided this will be a modification that will benefit current and/or future recipients of the SPIRIT system.

As a result of the past year's procurement and rejection of the proposals, MSDH staff made a decision to split the components of the procurements into three parts: WIC Clinical and Inventory Management, Patient Information Management System (PIMS), and Public Health Information Network (PHIN). This will narrow the scope for each of the projects and we hope will reduce cost on a program by program basis. The MSDH is committed to transferring the SPIRIT system with minor modifications and either modifying the existing or integrating a Common Off The Shelf (COTS) solution for inventory management.

In order to maintain data integrity amongst the various systems, MSDH will be using a product obtained from the Center for Disease Control named Orion Rhapsody from Orion Health. The Rhapsody product functions as a data broker "behind the scenes". By utilizing messaging standards, MSDH will be able to integrate various systems including the independent certifying agencies that have and existing solution. MSDH is currently utilizing this software for several data transmission/transformation projects. Rhapsody was designed and developed to enable data in a diverse range of formats to be exchanged easily, swiftly, and accurately. The Rhapsody mapper can specifically map the data from the PIMS VSAM files to the WIC SPIRIT system. Specific data elements to be exchanged will be determined during future Joint Application Development (JAD) sessions. Using Orion Rhapsody products to build the interface between the WIC SPIRIT system and PIMS assures the exchange of information securely and automatically.

With the relative scope change, the need for additional equipment has been defined based on the requirements of the SPIRIT system. MSDH expects the contractual implementation costs for the SPIRIT system to be significantly less than that proposed in the prior RFP and as established by the SAM transfer guidelines. The inventory management components will continue to be a customized component of the solution with the possibility of returning the work effort to the SPIRIT consortium for use with the SPIRIT entities that require inventory management.

2. Revised Schedule of Activities, Milestones, and Deliverables

06/23/2008	Submission of APDU for Approval by USDA
06/23/2008	Submission of Implementation RFP Approval by USDA
07/14/2008	Submission of QA RFP Approval by USDA
08/29/2008	Approval of APDU and both RFPs
09/22/2008	Release of RFPs by ITS
11/03/2008	RFP Proposal Opening
12/18/2008	ITS Board Approval of Bid Award
01/05/2009	Solution Project Starts
TBD	Solution Pilot
TBD	Phased Implementation of Solution

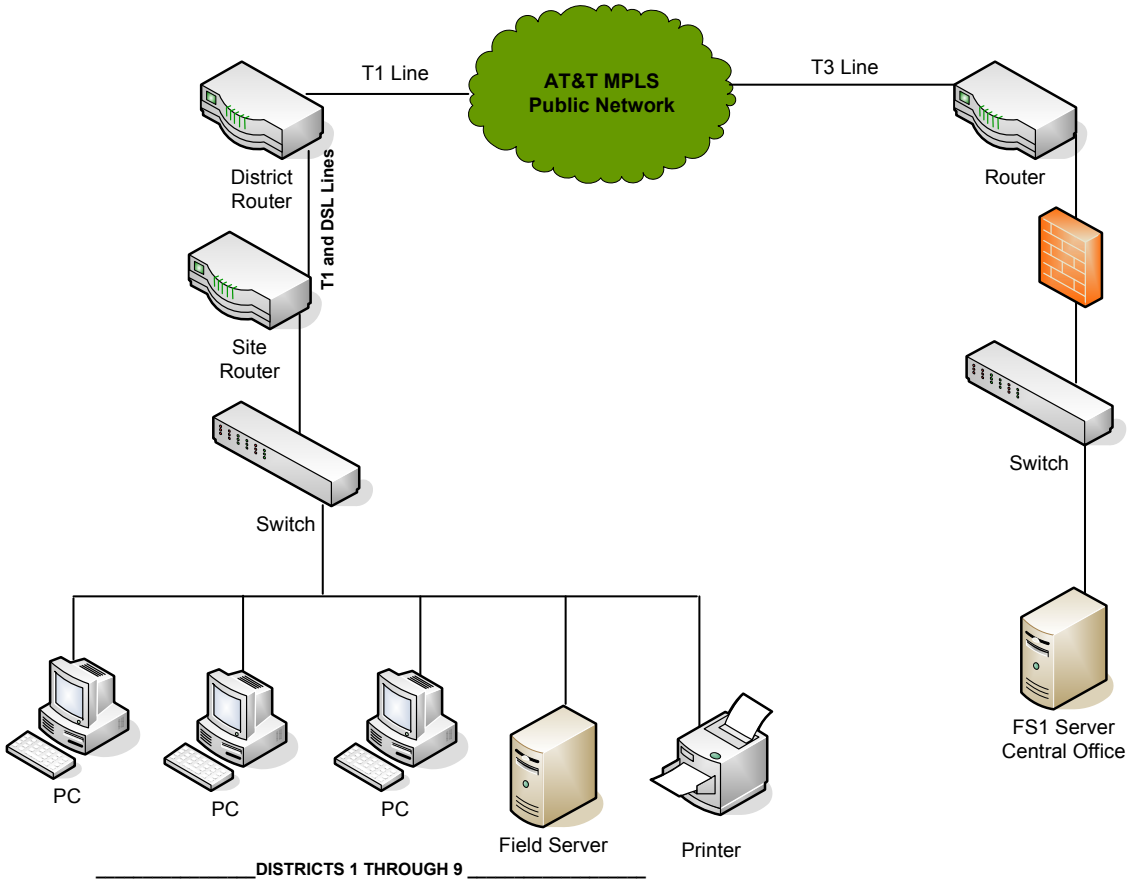
3. Other Items

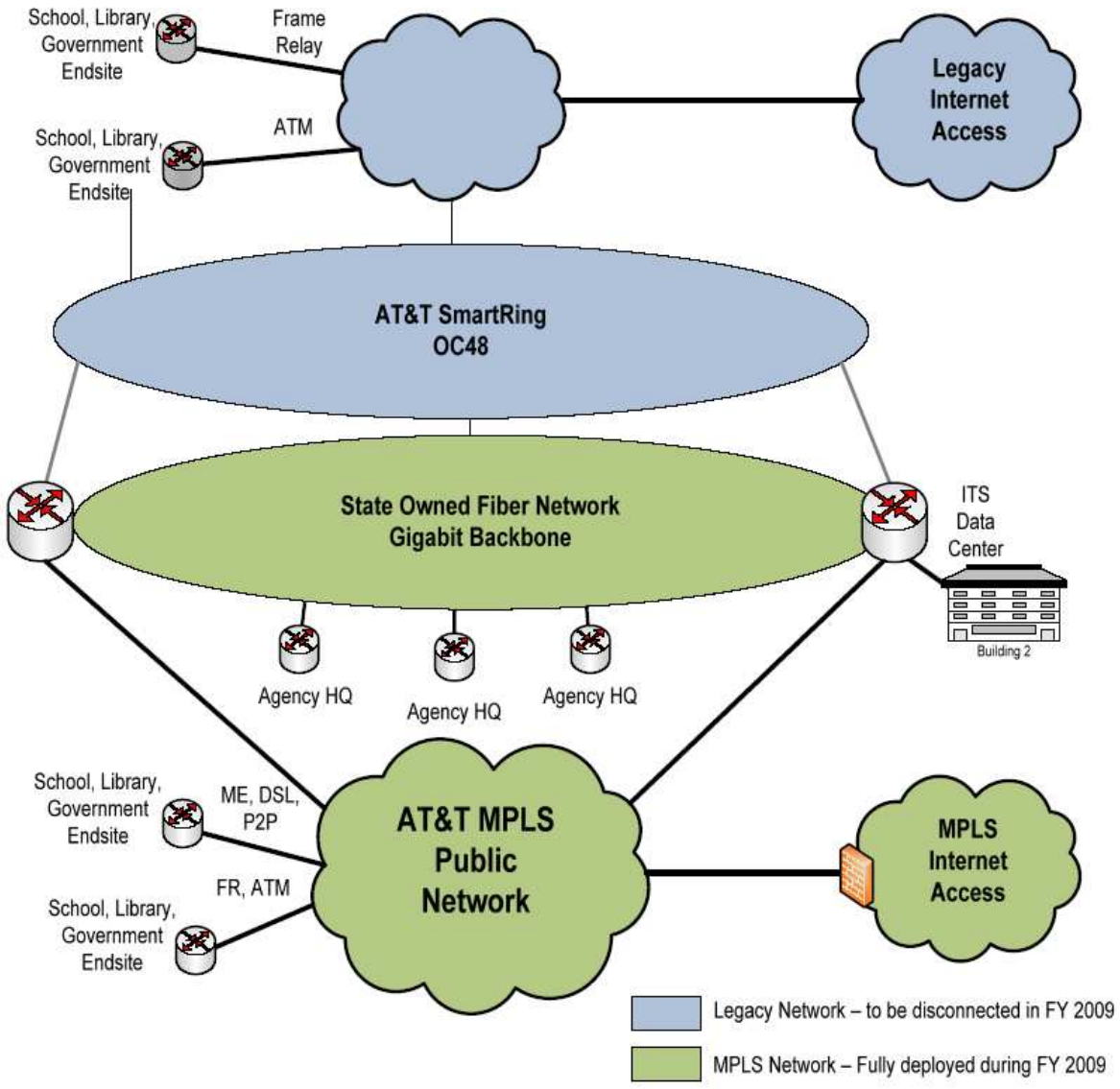
SPIRIT SAM Users Group: The MSDH is firmly committed to actively participate in the SPIRIT Users Group. This is viewed as an opportunity to maintain the integrity of the base solution and grow the functionality amongst the participating entities. In addition, the opportunity to share new functionality with the Group to maintain commonality and reduce duplication of effort and cost will benefit all parties involved.

Business Rules/Processes Flexibility: As stated in the Feasibility Study portion of this document, the MSDH has completed extensive review of the SPIRIT solution. The modifications to the base solution will be minimal and MSDH will either change their business practices to meet the process flows of the system or will configure the system in accordance with existing business processes. The flexibility of the SPIRIT solution will allow MSDH to achieve maximum benefit with minimal technical modification to the solution.

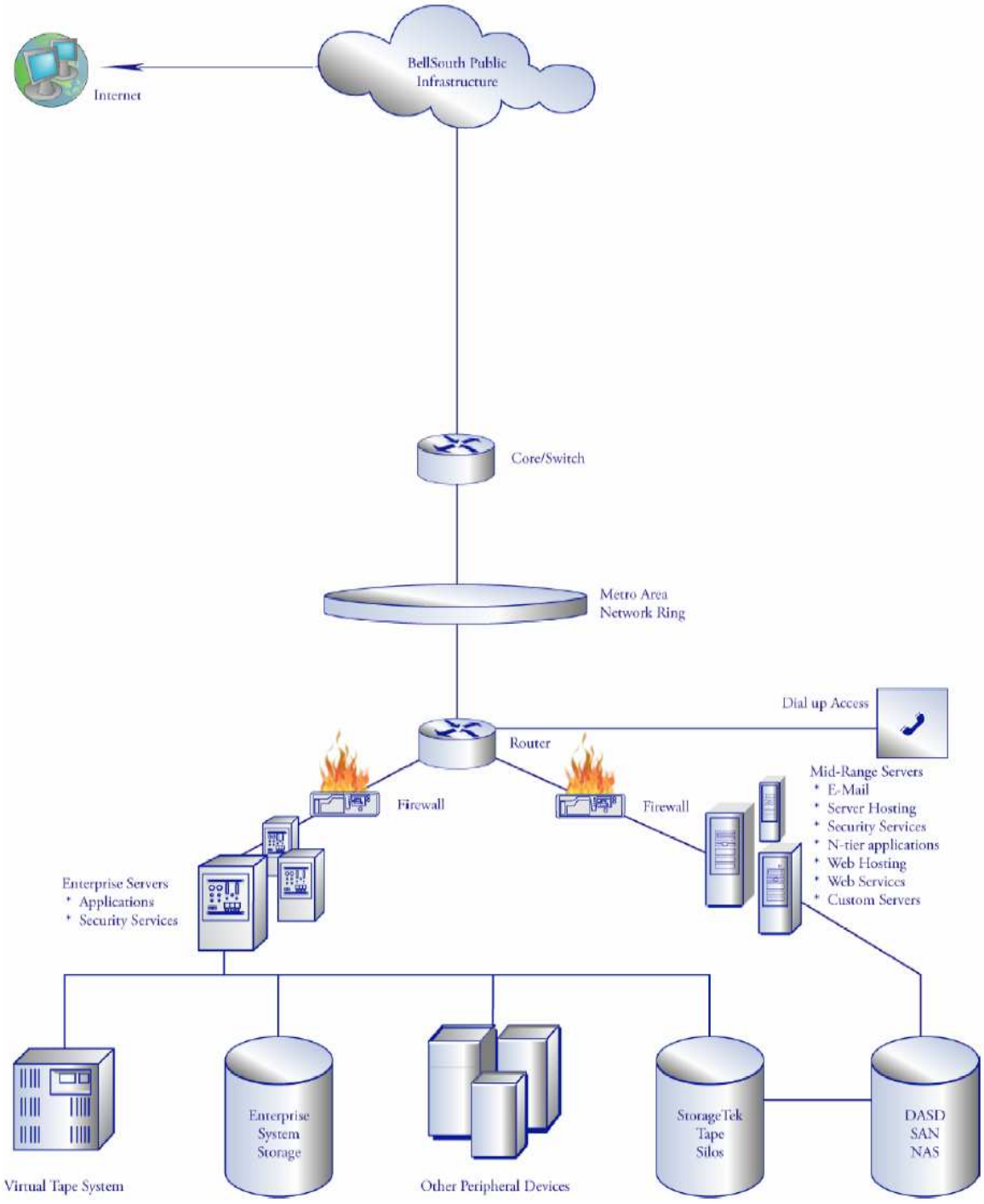
EXHIBIT F
UPDATED NETWORK DIAGRAMS

MSDH Network Diagram





Logical Wide Area Network Diagram



12

State Data Center Diagram

EXHIBIT G
MS RESPONSE TO FNS QUESTIONS

FNS Comments and Questions
MS WIC IAPDU & RFP Comments
3/4/2009

IAPDU Comments

1. The Implementation Advance Planning Document Updated (IAPDU) (page 2) addresses a three part procurement, yet the status of Patient Information Management Systems (PIMS) and Public Health Information Network (PHIN) are not given. The two systems, their relationship to the Women, Infant and Children (WIC) system and expectations regarding their procurement and its effect upon the WIC system needs to be described. Are these interfaces or is integration required?

   MSDH Response:

   MSDH and the Mississippi Department of Information Technology Services (ITS) issued Request For Proposals (RFP) No. 3477 in January 2007 to procure a comprehensive, integrated Patient Health Information Management System (PHIMS) to encompass the majority of patient services provided by the MDSH. However, due to budgetary constraints and the low percentage of defined requirements satisfied by the responding Vendor proposals, MSDH rejected all proposals.

   In the original scope of services, MSDH envisioned an enterprise clinical information system base with a seamless integration of WIC functionality, but the cancellation of the PHIMS system procurement along with other contributing factors have caused the Department to reassess and strategically redirect their IT efforts. While the Department acknowledges that the Patient Information Management System (PIMS) replacement will be necessary in the near future, because of the limiting factor of available resources, MSDH has decided to temporarily defer the PIMS replacement project until a later date, as yet undetermined. However, recognizing the critical status of the existing WIC infrastructure, MSDH remains resolute in their commitment to proceed immediately upon FNS APDU approval with the independent replacement of Mississippi's existing WIC system.

   As FNS has correctly pointed out, there is overlap between the systems that must be addressed and though we originally had planned a tight integration of the PHIMS and WIC systems, since we are now proceeding independently, our most prudent approach is to develop a seamless interface between the systems.

   PIMS and the WIC system will share enrollment, demographic information and appointment scheduling functionality. Pending FNS approval, MSDH has made some assumptions regarding the proposed interface between SPIRIT and the PIMS/PIMS replacement interface and has incorporated those requirements into the RFP. The attached RFP provides high level requirements for interfacing the WIC system to the existing PIMS system and the

proposal to develop a standard interface for the future PIMS replacement system.

In conjunction with the WIC Implementation Contractor (IC), MSDH will fully exploit the existing SPIRIT system interface capabilities first, and possibly even establish some temporary processes (manual, batch, automated, screens) as interim interfaces to PIMS until such time as the existing PIMS system is replaced. MSDH will make sure to educate and acknowledge to our stakeholders that these interim interfaces while not the optimum or the final product will be a definitive improvement and will accomplish the job until the PIMS replacement is implemented.

In conjunction with the WIC Implementation Contractor (IC), MSDH will define and establish a standard interface to the WIC clinical and Food Management system that must be adhered to for data exchange with the WIC system. The interface must address not only real time data exchange, but also batch programs and must include user screens where necessitated. Future RFPs for other systems that must exchange data with WIC will provide the established WIC interfaces for electronic data exchange as a requirement for the proposers.

The Public Health Information Network (PHIN) is a national initiative championed by the CDC to improve the capacity of public health to use and exchange information electronically by promoting the use of standards for electronic transmission and exchange of data. The goal of PHIN is to improve public health by standardizing the process of exchanging data between public health entities. Regardless of the transport protocol, the public health entities must be interoperable, or able to interpret the data they receive. This is done by adhering to terminology standards and message formatting standards such as HL7. The MSDH Immunization and Disease Surveillance area is required to meet PHIN requirements of the CDC.

MSDH is seeking agency-wide PHIN compliance to ensure the security, privacy and standardization of all data exchanged between its internal and external systems. The use of the Orion Rhapsody integration engine to exchange information between WIC and other internal and external systems will ensure PHIN compliance for WIC. The MIDDS proposals are currently being evaluated. See the response to question 2 for more information about MS PHIN.

2. The IAPDU states the new system will interface or interact with a number of other systems, including PIMS, PHIN, independent provider systems, the Immunization System and the State Automated Accounting System (SAAS). Each of these systems needs to be briefly described, their operating agency identified, and how they are expected to interface or interact with the new WIC system.

MSDH Response:
The Agency's original Request for Proposal (RFP) for the implementation of an integrated Public Health Information Management System (PHIMS) included the integration of all programs at MSDH. Phase 1 of PHIMS included the integration of a WIC Clinical and Inventory Management system, Patient Information Management System (PIMS), and Public

Health Information Network (PHIN). Due to budget constraints, MSDH decided to split these three components and issue separate RFPs for each component.

PIMS is the existing MSDH Patient Information Management System; a proprietary Patient Information Management System running online, pseudo real-time on the State's mainframe and housed at the State Data Center with nightly updates to the centralized VSAM files. PIMS is due for replacement and was scheduled as part of the PHIMS project which was cancelled in 2007. MSDH is planning to replace PIMS in the near future; however, the date is yet undefined. MSDH intends for the new CIO to be directly involved in securing funding for and setting the direction/strategy for the replacement of the PIMS system.

PHIN MS (Public Health Information Network Messaging System): A generic, standards-based, interoperable, and extensible message transport system. It is platform-independent and loosely coupled with systems that produce outgoing messages or consume incoming messages. MSDH issued a Request for Proposal on August 19, 2008 to provide an integrated software solution and implementation services for a comprehensive, statewide, Mississippi Immunization and Disease Surveillance System (MIDSS) that will operate within the confines of the existing State IT infrastructure. The purpose of MIDSS is to create a comprehensive system for achieving PHIN compliance and ensure that the necessary functional capabilities to accurately aggregate all of a patient's information currently stored in a variety of disparate databases can be obtained by entering one unique patient identifier, while ensuring patient privacy and working to implement an interoperable public health system.

Immunization System –
Currently WIC staff does not have access to immunization records except through PIMS. MSDH does not plan to interface to the existing Immunization system but does intend to require an interface to the new Immunization Registry once it is implemented. The proposed project timeline is to have the Immunization Registry (Phase 1 of MIDSS) implemented by August 2009. Since the Immunization Registry implementation will be occurring during the same time frame as the SPIRIT system project startup, the Vendors will be required to work together to define a standard interface for data exchange.

One potential option is to have a direct link from the WIC SPIRIT system to the Immunization Registry via MIDSS. An icon would be placed in the WIC SPIRIT system to direct the user to the Immunization Registry. Once in the Immunization Registry, the WIC certifier will look at the participant's Immunization status and will manually store that status in the WIC SPIRIT system to indicate whether the participant's immunizations are up to date.

Independent Provider Systems – After consulting with the WIC Program Directors from other states that have implemented WIC solutions, and weighing the pros and cons of allowing Independent Providers to use their existing systems to provide WIC services, the MSDH Program Director has decided to require all thirteen Independent Providers to utilize the WIC system via the web for enrollment, certification and appointment scheduling. MSDH and the

IC will perform analysis to determine the most expedient/effective method of capturing the data from the IPs, whether a real-time entry will be utilized or whether a series of data capture screens must be developed. Additionally, MSDH and the IC will jointly work to determine whether it is necessary to establish a standard electronic data export for the IPs that use their own systems to track WIC participants, e.g. demographic and appointment scheduling information.

State Automated Accounting System (SAAS)
Administered and maintained by the Mississippi Management and Reporting System (MMRS), a division of the Department of Finance and Administration, the Statewide Automated Accounting System (SAAS) is an automated, mainframe-based, centrally controlled, and agency discrete financial management system that includes both accounting and budgeting functions. The accounting system records transactions on a Generally Accepted Accounting Principles (GAAP) basis. The budget system maintains transactions on a modified cash basis. Records are maintained both on a budget year and on a fiscal year. SAAS has pre-defined standard interfaces that all state agency financial systems are required to meet. These fully documented interfaces are published and the MMRS staff is available for clarification and testing prior to implementation. Currently, the WIC Federal reports are produced manually by gathering information from SAAS and performing data entry into an Excel spreadsheet for transmission. However, the new SPIRIT system has a module that produces federal reports automatically from financial data provided. The MSDH and the WIC IC will work together to develop the required SAAS interface to provide the necessary financial information to the WIC system in order to produce the required reports electronically without manual intervention.

3. Please address on a high-level, Mississippi Department of Health's plans and timetable related to PIMS. Please address what effect this will have on the new WIC system.

MSDH Response:
The replacement of the PIMS system will not be pursued until the new CIO has had a chance to get acclimated to the MSDH environment and fully understand the requirements for the replacement of this system. MSDH management believes that the new CIO must have input into the replacement of this critically strategic system. Additionally, as of now, funding has not been allocated for the replacement of this system.

The effect of not replacing this system on WIC is that WIC will have to build a temporary interface to the PIMS system and will have the ability to define the permanent standard WIC interface that the PIMS replacement vendor will be required to adhere to. If we use the proposed Rhapsody integration engine (recommended) rather than the PIMS OPENLINK proprietary interface to exchange data between PIMS and WIC, the changes required for WIC when the PIMS replacement is implemented should be negligible.

4. The IAPDU does not address any changes in State staff or key personnel involved with the project. We are aware of changes within Office of Information Technology (OIT) that directly

affect the project. The replacement of Mike Scales needs to be addressed as well as how the change in scope to transferring Successful Partners in Reaching Innovative Technology (SPIRIT) affects the State's original management plan. The Request of Proposals (RFP) mentions this briefly in Section 7.11 but much more detail is required in the IAPDU. Please see handbook 901, Section 5.1.1.

MSDH Response:
Effective December 1, 2008, Marc Wilson filled the Information Officer, Chief position previously held by Mike Scales. Marc is a long-time state government employee and should be able to come up to speed relatively quickly. For the WIC replacement project, Marc will assume the role of Project Director, Kathy Burk will continue to serve as the Program Manager and Veronica Luckett, PMP, will serve as the WIC Project Manager.

While the change in direction from an integrated PHIMS system to a SPIRIT system transfer requires some slight changes in the anticipated staffing for the project, the State continues to maintain its intent to be fully involved in all aspects of the project. In addition to management oversight, the Office of Health Informatics team will provide database management and administration oversight and technical network support. The Applications Development group will provide guidance for interfaces to the MIDDS/Immunization system and PIMS. WIC IT staff will play key roles in assisting the IC with understanding the existing system processes, potentially serving as statewide distribution system trainers as well as taking the lead in any potential data migration/cleanup that may occur. ITS staff will facilitate the communication with SAAS staff for the development and testing of the WIC SAAS interface. Information Technology Services (ITS) staff will serve in an advisory capacity for the WIC project, providing assistance for any necessary procurements, security, contractual and project management support, etc.

The following narrative contains some slight revisions to the purpose and structure of some of the teams/committees established in the original IAPD. These changes were made for clarity.

Project Management Team –

- ✓ Meets weekly or as needed
- ✓ Led by the WIC Project Manager (Veronica Luckett)
- ✓ Manages the day-to-day operational aspects of the project, monitors the schedule, the contracts and the performance of the IC & QA vendors
- ✓ Assesses and reports to the WIC Steering Committee on project risks and their recommended mitigation strategies
- ✓ Rather than having a group responsible for formally accepting the deliverables, either the WIC Program Manager or the CIO (as two of the main stakeholders) will have formal signoff responsibilities (based on the OHI Project Manager's recommendation).
- ✓ Proposed Members
    - o CIO of OHI -- Marc Wilson

- WIC Director -- Kathy Burk
- OHI Application Development and Support Manager -- Marcia Williams
- OHI Information Resource Manager – Suzy Wheeler
- OHI Technical Infrastructure Manager -- Keith Junkin
- WIC Manager
- QA Manager attends for informational purposes

WIC Project Steering Committee –

- ✓ Meets quarterly and as needed
- ✓ Led by the WIC Program Director or CIO
- ✓ Sets strategic direction for the project
- ✓ Keeps abreast of project progress
- ✓ Resolves project issues/disputes that are unable to be resolved by the Project Manager or the Project Advisory Committee
- ✓ Approves proposed change orders
- ✓ Reviews recommendations for appropriate business and policy changes and champions the cause to MSDH management for approval
- ✓ Provides appropriate resources necessary to keep project moving forward
- ✓ Proposed Members
  - WIC Program Director -- Kathy Burk
  - OHI Project Manager -- Veronica Luckett
  - ITS Technology Consultant -- as yet unnamed
  - MSDH Director of Health Services – Danny Bender
  - CIO of OHI -- Marc Wilson
  - OHI Application Development and Support Manager – Marcia Williams
  - IC Representative (usually the onsite manager attends, but the actual member is the IC Manager's boss who generally is a regional representative for the company...they should visit the project at least quarterly/semi-annually anyway to check on their team's progress)
  - QA Manager as an ex officio member QA Manager attends for informational purposes

Project Advisory Committee –

- ✓ A working group that meets at least monthly, more often as needed
- ✓ Participates in the functional design process
- ✓ Makes business decisions and recommendations for policy review/revisions
- ✓ Reviews and comments on project deliverables
- ✓ Settles disputes between what the Vendor will want to label as an enhancement but the Project Team determines is a defect
- ✓ Prioritizes functional issues that arise
- ✓ Makes appropriate personnel resources available to the project team for business resolution, review and testing
- ✓ Participates in acceptance & pilot testing

- ✓ May create subcommittees composed of the actual workers (rather than the directors/managers) to address specific issues
- ✓ Proposed Members
  - o WIC Warehouse Director – Dorothy Jefferson
  - o WIC State Nutritionist – Cindy Jordan
  - o WIC Financial Analyst -- Lynda Poyner
  - o OHI Application Development and Support Manager – Marcia Williams
  - o People from various administrative levels and disciplines operating and supporting the business today (on an as needed basis) including but not limited to:
    - Ona Gibbs as the Subject Matter Expert (SME) for WIC Application Support
    - Anthony Brown as the SME for WIC Server Support
    - Lee Winborne as the SME for WIC Network/Technical Infrastructure Support.

5. The change in funding direction from Nutrition Services and Administration (NSA) to a request for State Agency Model (SAM) funding is not acknowledged in the IAPDU. The State Agency (SA) needs to indicate if any NSA will be used and/or if NSA is their contingency funding if SAM funding is not available or not approved.

   MSDH Response:
   MSDH intends to use NSA Grant and/or other federal MIS funding that may become available for the transfer and implementation of the SPIRIT clinic system and the integration and implementation of the Food Management System.

6. The IAPDU (page 2) states Rhapsody must be used as the data broker. It goes on to state that it was obtained from CDC. Please provide more detail on the procurement. Is this a state standard? How was this software selected? Were other software applications considered? Is it already in use within the State and/or SA? How much do the licenses cost? This needs to be included as a line item under software in the budget.

   MSDH Response
   In 2006, MSDH was seeking a data broker for use in the Epidemiology and Electronic Surveillance areas. Discussions with the Centers for Disease Control (CDC) revealed that they use the Orion Rhapsody integration engine extensively to transfer data between agencies. MSDH research produced these facts about the product:
   - Was designed specifically for healthcare organizations
   - Delivers an integration solution with the lowest cost of ownership and highest return on investment
   - Manages and streamlines message exchange between applications, databases and external systems

- Supports a number of communication protocols and message formats, by functioning as a mapping and translating mediator between incompatible systems
- Supports a number of standard processing actions including EDI (Electronic Data Interchange), XML (Extensible Markup Language) and data-specific message validation, acknowledgement generation, message mapping, MIME encoding, encryption and decryption, character encoding, database lookup and query, code translation, DICOM extraction and PDF generation
- Equips organizations with the latest tools for ensuring compliance with HIPAA standards
- Is used by the USDA, Animal Plant Health Inspection Services, Veterinary Services United States Department of Agriculture, Animal Plant Health Inspection Services, Veterinary Services
- Is used by several other agencies within the State of Mississippi to transfer data to CDC.

With the large amount of data exchange required between MSDH and the CDC, MSDH felt it was a logical decision to use the same software that CDC uses. MSDH acquired Orion Rhapsody as a sole source through the CDC. MSDH assumed that CDC, being a federal agency, conducted a competitive procurement prior to selecting Orion Rhapsody. Due to the positive information obtained, plus the fact that CDC provided full funding to purchase the Phase I Rhapsody licenses, other products were not seriously considered.

Rhapsody has been in use at MSDH since third quarter 2006. The Department currently uses Orion Rhapsody to convert HL7 messages to an Oracle table for Electronic Surveillance and Epidemiology. WIC will be responsible for purchasing licensing for each Comm Point that is required for WIC interfaces. With the decision to require the Independent Providers to utilize the WIC system through a browser, and since PIMS and MIDDS each already have their own Comm Points, WIC is currently expected to need only one COMM point at a one-time licensing cost of $5,000. Licensing and Maintenance costs will be included as a budget line item.

7. Section 3, Item 2 mentions “Exhibit G of this RFP.” This IAPDU does not include an Exhibit G. Please clarify.

   MSDH Response
   That statement should be removed from the IAPDU. The RFP does contain an Exhibit G with a Traceability Matrix template that the Vendor should use to respond to the RFP requirements.

8. The SA needs to define the pilot site and rollout schedule for this project. This information needs to be included in the Revised Schedule and Budget (see comment below).

MSDH Response
Please refer to the attached Exhibit A, Updated Revised Schedule of Activities, Milestones and Deliverables.

9. The IAPDU does not address the use of a Quality Assurance (QA) contractor. The RFP states they will procure these services. How they will monitor and manage the QA contractor must be discussed. The procurement effort needs to be part of the schedule, including posting, bids, Federal review, etc.

MSDH Response
Upon approval from FNS, the attached RFP #3551 will be issued to obtain the services of a qualified Quality Assurance contractor. To ensure objectivity, the QA Contractor along with the MSDH Project Manager and the Implementation Project Manager will report directly to the Project Director/Program Manager. Monitoring will be accomplished through weekly meetings with the QA Contractor and the IC Contractor and a review of required deliverables. Additionally, the WIC Steering Committee will meet quarterly to assess the status of the project and to address any concerns raised by the QA Contractor. The QA Contractor shall report their findings in Monthly Quality Assurance Status Reports. Additional information about the use of the Quality Assurance Contractor can be found in the original IAPD, Chapter V, Resource Requirements and in the attached RFP #3551.

The procurement effort for the QA contractor has been included as part of the revised project schedule. Please refer to the attached Exhibit A, Updated Revised Schedule of Activities, Milestones and Deliverables.

10. The SA needs to develop a contingency plan for the development effort. This has to include contingency in case pilot testing and/or rollout encounter problems and provide a safety net and fallback procedures until problems/issues are resolved. This can either be accomplished in-house or as a deliverable by the contractor.

MSDH Response
The Contingency Plan/Rollback Plan will be produced by the IC as a component of the Pilot Test Plan. This deliverable will provide details on how to roll back to the legacy system or provide continuity of business operations in the event that user impact or downtime reaches a level that is unacceptable due to a fatal problem that cannot be overcome. This Rollback plan will define processes and procedures to be followed so that the system can function until such time as the installation/pilot testing problems have been resolved and can proceed as planned. MSDH has modified the RFP and appropriate documentation to reflect this information.

11. The RFP (page 39) discusses knowledge transfer to State staff to support the system. This should be a deliverable and discussed within the IAPDU.

MSDH Response
Agreed. The IC should produce a Knowledge Transfer Plan deliverable that details how the Vendor is expected to accomplish knowledge transfer to State staff and provide measurable results to ascertain whether sufficient knowledge transfer has occurred. Minimally, the Knowledge Transfer Plan should address the following areas:

- ✓ Identify the Knowledge Transfer techniques to be used,
- ✓ Identify the recipient(s) of and the party(ies) responsible for the Knowledge transfer,
- ✓ Define how success will be determined,
- ✓ Identify Knowledge Transfer expected completion date

MSDH has modified the RFP and appropriate documentation to reflect this information.

12. Page 5, 2.5 addresses interface requirements including Independent Providers. Who are the Independent Providers? How many are there? How do they currently exchange data with WIC? What types of systems do they operate? Much more detail is needed regarding these providers and the exchange of information with WIC. The RFP discusses the options for the Independent Providers on page 36 but it is not detailed.

MSDH Response
MSDH contracts with 13 Independent Providers for WIC clinical services and 7 contracted food distribution sites. All data exchange is currently performed with manual processes. Forms are completed by hand and are keyed into the system by data entry personnel. After discussions with Program Directors from other states regarding the implementation of a new WIC system, the MSDH Program Director has decided to require all thirteen Independent Providers to utilize the WIC system via the web for enrollment, certification and appointment scheduling. MSDH and the IC will jointly work to determine whether it is necessary to establish a standard electronic data export for the IPs that use their own systems to track WIC participants, e.g. demographic and appointment scheduling information.

13. Page 11, 2.10.1 appears to be addressing food package proration. The wording is awkward. The SA may want to consider rewording this section for clarity.

MSDH Response
MSDH has determined that requirement you have referenced is not needed. In Mississippi, formula in an infant food package is the only allowable exchange during a given month. If an infant's package has already been redeemed and a request is made for a formula change, the certifier issues a new food instrument to change the formula type and instructs the participant to take any unused/unopened formula received in the current month to the Food Center. Exchange of formula is limited to one month issuance. The Food Center will use the WIC Inventory Management System to determine the exchange (prorated) amount based on the amount of formula returned (ounce for ounce exchange). The RFP has been modified to reflect this change.

14. Page 45, Feasibility study – the SA mistakenly identifies Oklahoma as the SA where SPIRIT was implemented. This should be Chickasaw Nation. While they are located physically within OK, they are a separate entity.

    MSDH Response
    The State has modified Exhibit F of the RFP to make this correction.

15. Page 48, Revised Schedule – This is outdated, incomplete and missing vital parts. While exact dates may not be known, the required activities, milestones, and deliverables to transfer SPIRIT should be known and represented in the schedule with estimated dates or durations. These can be updated as the project progresses. There is no mention of pilot site and rollout plans though the RFP does mention a 90 day pilot. Warranty period needs to be identified.

    MSDH Response
    Agreed. The narrative information regarding anticipated deliverables, submitted in the original IAPD, Chapter VI, Schedule of Activities, Milestones and Deliverables still accurately reflects the anticipated deliverables regardless of system implementation method. The schedule has been revised to provide updated activities, milestones and deliverables for SPIRIT transfer. Please refer to the attached Exhibit A, Updated Revised Schedule of Activities, Milestones and Deliverables. The State has modified the RFP to reflect the revised schedule.

16. Page 49, Revised Budget – The budget narrative is missing with the exception of the discussion of the hardware. Narrative needs to be added reflecting how the estimates for the QA, implementation and other costs were derived. A definition of other contractor costs must be included. A discussion of how training will occur and the vision or plan for hardware installation is also required. There needs to be a definition of other software.

    MSDH Response
    Please see the revised Budget attached as Exhibit B, which MSDH has modified to reflect the points noted.

17. Page 50, Budget table – this has the exact same budget total as the original budget in the IAPD prior to the change in scope to transfer SPIRIT. Recommend the SA review this budget line-by-line to ensure it is correct.

    MSDH Response
    Please see the revised Budget attached as Exhibit B, which MSDH has modified to reflect the points noted.

18. Page 50, Budget table lacks maintenance and operational cost estimates for out years. These must be estimated in order to ascertain if the SA can maintain the new system within their current NSA grant.

MSDH Response
Please see the revised Budget attached as Exhibit B, which MSDH has modified to reflect the points noted.

19. Page 51, Actual Expenditures – these do not reflect staff time and effort during the time they were analyzing the possibility of transferring SPIRIT. This needs to be included. Actual expenditures must be submitted by FFY and Quarter, same as the budget.

MSDH Response
Modifications have been made to reflect the points noted. Refer to the revised Budget attached as Exhibit B, which the State has modified to reflect the points noted.

20. The SA needs to include a discussion of the resources and skills required to transfer maintain and operate the new system. The discussion should include how the SA will train existing staff, utilize resources (either in-house or contracted), or acquire new staff as determined. A resource statement as well as an overview if training required must be included.

MSDH Response
The State has determined that it will be in the best interest of MSDH to secure a post-implementation maintenance agreement for one year with the option to extend the contract two times for another year, with the Contractor that will be awarded the bid to transfer the SPIRIT system. This process should allow sufficient time to assess the technical skills of the existing staff to support the system operationally while still having the IC Vendor on-site to provide maintenance support. As a project deliverable, the Vendor will be required to provide technical and operational system support knowledge transfer as well as a recommendation for remedial/supplemental training that may be required to bring existing staff up-to-speed. Additionally, the Vendor must be prepared to provide recommended staffing templates including numbers, recommended roles and skills of staff required to successfully support the system long-term. In conjunction with the Vendor, MSDH intends to begin to address WIC technical staffing issue immediately upon project commencement. MSDH plans to be very proactive regarding staff transition, augmentation and preliminary training rather than waiting until the conclusion of the project and addressing staffing in a reactionary mode.

21. Section 4.2 states a preference that the vendor upgrades SPIRIT to the latest version of SQLSERVER and .NET. SPIRIT was developed under FNS' WIC State Agency Model (SAM) initiative. One of the SAM requirements for State's using a SAM system to coordinate changes to the core system via a user's group. FNS will work with Mississippi and the SPIRIT user group to coordinate any version upgrades.

MSDH Response
The State currently supports VB.NET versions 1.1, 2 and 3 and SQLSERVER 2000 and

2005. The upgrade requirement preference was established because Microsoft is end of life-ing their support for VB.NET version 1 in March 2009. Additionally, if MSDH stays with VB.NET version 1, they are limited to a Windows 2000 server which Microsoft has already end-of-lifed and no longer provides support. This direction just continues to put MSDH in a tenuous position; moving from one outdated system to another that is already past the commercially supported versions.

Following discussions with our State Data Center, Mississippi would like to propose that USDA use the occasion of the transfer of the SPIRIT system to Mississippi WIC as the impetus to drive the version upgrade of both VB.NET and SQLSERVER. The decision to upgrade will benefit all existing and future installations. Mississippi's preference is for this process to occur prior to implementation rather than to implement the system as is and then have to implement the upgraded versions in short order in order to receive Microsoft support on those products. In the absence of USDA support of this direction, Mississippi is asking that USDA/FNS provide a timetable for upgrading the base system/database to versions that are still supported by Microsoft.

Request for Proposal (RFP) Comments

1. RFP, Pages 17 & 18 – Items #28 and *29 should reference United States Department of Agriculture (USDA), Food Nutrition (FNS) software ownership rights where the SA addresses their ownership and access rights. The language is currently located in Section 27.8.3 under Federal requirements.

   MSDH Response
   RFP Sections I-VI contain the standard Boilerplate language used by the Department of Information Technology Services for all Technology RFPs issued through their agency. Section VII contains requirements specific to the MSDH SPIRIT Project. Any requirements in contained Section VII override like requirements contained in the Boilerplate language.

   The State has made revisions to RFP Section VII.7 Statements of Understanding and also to the Standard Contract Article 34 Ownership of Documents to reflect USDA's requested changes.

2. RFP, Page 20, Performance Bond – Just a caution to the SA that the performance bond should be an amount that is not burdensome to the vendor and may restrict competition. FNS recommends the performance bond be a percentage of the actual contract cost.

   MSDH Response
   ITS recommends Performance Bonds be required for projects that are mission critical and/or high risk; however, the responsibility is delegated to the state agency to determine whether or not a performance bond is required. Typically the Performance Bond is required to cover the entire cost of the project lifecycle, however because of USDA's concerns, the State will make considerations for FNS' recommendations regarding the Performance Bond.

3. RFP, Page 32, fourth bullet – The SA may want to refer the reader to Page 36 for the discussion on Independent providers either using their existing systems or accessing the new WIC system (this information should also be in the IAPDU).

   MSDH Response
   The RFP has been modified to reflect the decision by the WIC Program Manager to require that all Independent Providers utilize the WIC SPIRIT system via the web to enter their certification and appointment scheduling data.

4. RFP, Page 36, discusses the Independent Providers and the option to use their own systems or the WIC system. More detail is required for a bidder to respond to this issue. A chart showing the names and locations of the providers, the current system being used and their intention to use their existing system or the new WIC system should be provided at the very least.

   MSDH Response
   The RFP has been modified to reflect the decision by the WIC Program Manager to require that all Independent Providers utilize the WIC SPIRIT system via the web to enter their certification and appointment scheduling data.

5. RFP, Page 37 – Project schedule needs to be updated to match the revisions required to the IAPDU schedule. I notice this is also missing a pilot date unless start-up is the same thing.

   MSDH Response
   The Project schedule contained within the RFP has been updated to match the revisions reflected in the IAPDU schedule, Exhibit A, Updated Revised Schedule of Milestones, Activities and Deliverables.

6. RFP, Page 39 – 7.12 – While FNS does not currently disallow the use of off-shore resources for development, we advise the SA to look at the pros and cons of doing so, should they entertain this idea. There are language and cultural differences to consider, communications issues and even work visa issues.

   MSDH Response
   This option was initially proposed as part of the PHIMS RFP to reduce cost and not preclude competition when the WIC system development was potentially a major effort. Since the decision was made to transfer in the SPIRIT system, the option to allow an offshore cost to be submitted can be removed. MSDH has modified the RFP to reflect this change.

7. RFP, Page 39 – 7.13 mentions working with QA contractor. This is very vague. Recommend a description of the QA services as well as communication between the SA, QA and implementation contractor. Roles and responsibilities for all contractors and State staff should be included.

MSDH Response
The State has modified the RFP to reflect this change.

8. RFP, Page 40 – 7.22 states "No additional costs can be incurred with the exception of functional customizations." Late in the RFP and also in the IAPDU, there are specific upgrades required for the database and other software. This statement is misleading and needs to be clarified.

MSDH Response
The State currently supports VB.NET versions 1.1, 2 and 3 and SQLSERVER 2000 and 2005. The upgrade requirement preference was established because Microsoft is end of life-ing their support for VB.NET version 1 in March 2009. Additionally, if MSDH stays with VB.NET version 1, they are limited to a Windows 2000 server which Microsoft has already end-of-lifed and no longer provides support. This direction just continues to put MSDH in a tenuous position; moving from one outdated system to another that is already past the commercially supported versions.

Following discussions with our State Data Center, Mississippi would like to propose that USDA use the occasion of the transfer of the SPIRIT system to Mississippi WIC as the impetus to drive the version upgrade of both VB.NET and SQLSERVER. The decision to upgrade will benefit all existing and future installations. Mississippi's preference is for this process to occur prior to implementation rather than to implement the system as is and then have to implement the upgraded versions in short order in order to receive Microsoft support on those products. In the absence of USDA support of this direction, Mississippi is asking that USDA/FNS provide a timetable for upgrading the base system/database to versions that are still supported by Microsoft. The RFP will be revised based on USDA/FNS direction.

9. RFP, Page 55, 11.13.4 – Acceptance Test Plan is fairly vague. Recommend adding expectations of testing at all levels including unit/component, end-to-end, benchmarking, regressions, integration, interface, user acceptance testing and pilot test. There should also be a delineation of when SA staff will be involved and their role.

MSDH Response
Changes were made to the RFP to address this concern.

10. RFP, Page 126, 2.1 – the SA mistakenly identified Oklahoma as the SA where SPIRIT was implemented. This should be Chickasaw Nation.

MSDH Response
RFP Revisions made to replace Oklahoma with Chickasaw Nation.

11. RFP, Page 129, 6.3 – Need to add FNS software rights again

MSDH Response
Please see MSDH response to RFP Question 1.

12. RFP, Page 131, 9.3 – Warranty period needs to be inserted. This needs to be defined now. There was a prior reference in the RFP to a possible 18 month warranty period. Needs to be determined and inserted throughout.

MSDH Response
Changes were made to the RFP to address this concern.

13. RFP needs to include information on the proposal structure and content requirements as well as how the proposals will be evaluated and awarded.

MSDH Response
This information is already contained within the RFP. Please see the RFP Response Checklist and the Table of Contents for the proposal structure and content requirements. See Section VII.28 for information on the proposal evaluation and award.

14. RFP – the following mandatory clauses need to be inserted into the RFP as requirements of the contract:
    EEO
    Copeland “Anti-Kickback
    Clean Air
    Clean Water
    Anti-Lobbying
    Americans with Disabilities Act
    Drug-Free workplace.

MSDH Response
Some of this information is already contained within the RFP. Please see Section VII, Item 27 for EEO, Anti-Kickback, Clean Air, Clean Water, Anti-Lobbying. ITS has also added language to the Standard Contract to cover these requirements. The Standard Contract is attached to the RFP as Exhibit A.

Exhibit A - Updated Revised Schedule of Activities, Milestones & Deliverables

02/19/2009	Presentation of WIC Project to ITS Board for Approval
03/09/2009	Submission of APDU for Approval by USDA
03/09/2009	Submission of Implementation RFP Approval by USDA
03/09/2009	Submission of QA RFP Approval by USDA
05/30/2009	Approval of APDU and both RFPs by USDA
06/02/2009	Release of QA RFP by ITS (1st advertisement)
07/10/2009	QA RFP Proposal Opening/Evaluation
08/20/2009	ITS Board Approval of QA Bid Award
08/01/2009	QA Contract Negotiations Begin
09/01/2009	QA Vendor onsite
06/09/2009	Release of IC RFP by ITS (1st advertisement)
06/19/2009	Mandatory IC Bidders' Conference
06/24/2009	IC Questions Due to State
06/29/2009	State Responses due back to Vendors
07/31/2009	IC RFP Proposal Opening/Evaluation
09/17/2009	ITS Board Approval of IC Bid Award
09/01/2009	IC Contract Negotiations Begin
10/01/2009	IC Vendor onsite
10/01/2009	SPIRIT Project Starts
02/01/2010	Release of Hardware/Software RFP by ITS
03/15/2010	Award Hardware/Software RFP
04/15/2010	Begin hardware deliveries & installation throughout the State (beginning with Pilot sites)
06/01/2010	Basic Computer Training (Preliminary Training) Begins
07/01/2010	Train the Trainer Training Begins
08/30/2010	SPIRIT Pilot Begins (assumes Pilot site staff participate in TTT Training scheduled for 7/1/2010)
10/01/2010	Begin Training for State Office, Districts, Local Clinic & Warehouse staff
12/15/2010	Begin Phased Rollout/Implementation of SPIRIT
02/15/2011	Rollout Complete
03/15/2011	System Acceptance Complete
03/15/2011	Warranty Begins
05/15/2011	Post-implementation Support Year 1 (IC contract extension)
05/15/2012	Post implementation Support Year 2 (IC contract extension)
05/15/2013	Post implementation Support Year 3 (IC contract extension)

The narrative information regarding anticipated deliverables, submitted in the original IAPD, is still accurate.

Following QA acceptance of the system, MSDH staff will be responsible for conducting a 60 day Pilot test of the production system to ensure the system operates according to the specifications outlined in the RFP in a live, day-to-day business environment. Mississippi WIC has identified an Independent Provider clinic and warehouse in Yazoo City along with a clinic and warehouse in Pearl to serve as the Pilot sites.

The State anticipates that the Pilot Site(s) will run parallel food management systems during the transition period of the phased implementation/rollout. The Detailed Implementation Plan deliverable should include a documented strategy to accomplish the transition and a reconciliation plan to validate the data between the two systems. In addition, the Vendor must provide a Contingency and Business Continuity plan in the event that the Pilot implementation encounters fatal errors that cannot be quickly remedied.

EXHIBIT B - REVISED DRAFT PROJECT BUDGET

Overview

The MSDH WIC Program is requesting federal financial participation for the purpose of transferring and modifying the SPIRIT State Agency Model system. The total amount of the request is $*Redacted*. The period over which these funds are to be expended is from the date the QA RFP is released (Date X) and up to 54 months following. The 54 months includes an eighteen month integration and implementation phase and an additional 36 months of software vendor maintenance and support to be exercised annually at the option of the State.

Where analyses and assumptions defined in the original IAPD are still appropriate for this project, they will not be restated in this document. This document will only address areas of change to the approved IAPD.

The project budget listed below has been reviewed line by line and revised to reflect the project's strategic change in direction to transfer in the SPIRIT State Agency Model system. Additionally, in response to a recently released PEER (Performance Evaluation and Expenditure Review) report, the State has begun look at new ways to more effectively maximize the efficiency of existing resources and has made the decision to house the system in the State Data Center rather than at MSDH. This decision has a number of positive implications such as reducing the cost of WIC overhead, hardware, database licensing and operating systems. Additionally, due to their unique position as Mississippi's consolidated computing resource, the State Data Center can offer MSDH WIC a variety of other services at reasonable rates that the MSDH would not otherwise have access to because they would be infeasible. These services include but are not limited to: offsite Disaster Recovery, full Backup and Restoration capabilities, regular Security audits, and 24x7 monitoring and alerting. Hosting the system at the State Data Center frees agency IT staff up to focus on the business of application support rather than operational support such having to keep servers running, updated and upgraded, etc.

While the change in technical strategy has resulted in a slight decrease of Implementation Contractor costs and the removal of hardware/software costs associated with servers and databases, the overall equipment costs have increased due to the amount of time that has elapsed since the approval of the IAPD and a program decision to equip all certifiers with workstations, signature pads, scanners and personal printers. The delay in starting the project has necessitated an increased number of replacement workstations than was forecast in the original IAPD.

Assumptions Related to Equipment Configuration and Costing
MSDH reviewed the staffing needs for those individuals that provide WIC services and has determined that approximately 330 workstations are required at the warehouse and state office sites. Another 360 will be needed to address the WIC needs at the clinics. These units will be deployed to replace aging devices in the WIC distribution centers and to provide a unit for use at the clinics by certifiers, nutritionists and support staff.

The reason for the marked increase in the number of workstations needed since the IAPD was approved is due to the fact that although the budget narrative in the original IAPD states that it included machines for the clinics and Independent providers, a detailed review of the table referenced in the IAPD indicates otherwise. Additionally, MSDH has determined that due to the current economic crisis in our nation, WIC participation is expected to rise dramatically in the coming months. Therefore, we have maintained the approved IAPD count of 18 extra workstations in anticipation of being responsive to this potential surge and are requesting another 20 workstations, two to be allocated to each district to be used for replacement/repair in the event of a PC failure.

Table 1 below summarizes the equipment purchases for the county and the independent agencies, clinics and warehouses. The bolded line is the total line for each category of equipment; the details of the allocation follow the bolded line. The detailed allocation of computers is included in Appendix 1.

Appendix 1 shows the results of this analysis of the county health department sites. The equipment counts table provided in Appendix 1 has been modified slightly to reflect the need to provide updated workstations at the district level and to eliminate new workstations at the State Office since their equipment has recently been upgraded.

Appendix 2 shows the results of the analysis of the Independent provider clinics. As stated in the responses above, the Program Director has made the decision to require the Independent Provider clinics to utilize the SPIRIT system via the web. For security and authentication purposes, these clinics will be required to access the MSDH network via an Active Directory login, just like the MSDH clinics.

Each workstation that will be provided to the Independent Provider clinics will have an accompanying signature pad and desktop printer. Additionally, 20 desktop scanners have been allocated to the Independent Providers so that information relevant to the participant's record can be captured. MSDH has verified that all Independent Providers currently have internet connectivity, so the grants mentioned in the approved IAPD are no longer necessary.

Table 1. Summary of Equipment Needs and Costs

	CLINIC	WAREHOUSE	UNIT COST	TOTAL
Desktop Workstations	**380**	**348**	**$1,200**	**$873,600**
State	330	330		
Independent Providers	30			
Backups	20	18		
Desktop Printers	**398**	**25**	**$150**	**$63,450**
State	330	25		
Independent Providers	30			
Backups	38			
Signature Pads	**380**	**215**	**$650**	**$386,750**
State	330	215		
Independent Providers	30			
Backups	20			
Flatbed Scanners	**250**	**25**	**$160**	**$44,000**
State	220	25		
Independent Providers	20			
Backups	10			
Handheld Scanners	**0**	**215**	**$600**	**$129,000**
State		215		
Independent Providers				
Backups				
Laptops	**20**	**0**	**$1,968**	**$39,360**
State	20			
Independent Providers				
Backups				
Portable Printers	**20**	**0**	**$475**	**$9,500**
State	20			
Independent Providers				
Backups				
Portable Scanners	**20**		**$199**	**$3,980**
State	20			
Independent Providers				
Backups				
Laser Printers	**20**	**96**	**$1,600**	**$185,600**
State	20	96		
Independent Providers				
Backups				
Total Equipment Cost				**$1,735,240**

MDSH has established a standard configuration for agency desktops, laptops and printers. These configurations and current pricing available to MSDH has been used as the basis for cost estimates for the requested equipment. Windows XP will be used as the operating system. Table 2, Standard Agency Configuration, details the standard components for the workstations, laptops and other items.

Table 2. Standard Agency Configuration and Unit Cost

Desktop			Laptop	
Dell Optiplex 755 Minitower	$1,200		Dell Latitude E6400	$1,600
2 GB RAM	Included		2 GB RAM	Included
40 GB HDD	Included		160 GB HD	Included
Keyboard	Included		Keyboard	Included
16xDVD/RW SATA,soundbar	Included		14.1" Dual Scan LCD	Included
1708 FPV Monitor	Included		Microsoft XP Professional	Included
Ethernet LAN Card	Included		Ethernet LAN Card	Included
3 GHZ CPU	Included		56Kbs Fax/Modem	Included
			Docking Station	Included
			24xCDRW/DVD	Included
Total Cost Desktop	**$1,200**		**Total Cost Laptop**	**$1,600**

Laptop Accessories	
Dell USB 2-Button Mouse	$18.00
Dell USB Keyboard	$21.00
E/Monitor Stand for Latitude	$96.00
Black Sound Bar	$35.00
Dell 1708 FP Monitor	$198.88
Total Cost Laptop Accessories	**$368.88**

The MSDH standard laser printer is an HP P4015X Laser with network card, and additional paper tray, duplexer, and additional memory. Current MSDH cost for such a configuration is $1600. Laser printers will be replaced at each Warehouse with an additional 20 available for clinic use and/or replacement and repair. This strategy did not change since the approved IAPD.

Basic specifications were used to obtain the pricing for the desktop printers, portable printers and scanners. Cost estimates are based upon current ITS Express Products List pricing for equipment purchases or from retail pricing. When the project team is ready to purchase equipment, there are several options available to MSDH to reduce

the price per unit for volume purchases.

Flatbed scanners will be used during the certification process to scan proofs of residency, ID, income, VOC insurance or any other documentation that is pertinent to the participant's record. This will enable the entire WIC record to be electronic rather than paper which means it will be viewable online by anyone with the appropriate security authorizations. Scanners will be allocated at a rate of two per MSDH clinic and one at each of the warehouses that certify participants. Twenty scanners have been allocated for use by the Independent clinics and another twenty are requested as backup/replacement machines in the event of equipment failure or for use in the satellite offices.

Signature pads will be required at each certification location and the client will be required to sign the Food Package Authorization before it is printed by the certifier. Additionally, signature pads will be installed at the warehouses for the client (or authorized pickup agent) to sign at food pickup. MSDH has analyzed the signature pads that other SPIRIT states have used and has decided to propose the Topaz Systems SignatureGem Model T-L766, 4X5 Interactive LCD. This model is E-Sign law compliant and has biometric signatures and software, encryption, compression, and authentication. This model is the same one chosen by the Chickasaw Nation in their SPIRIT implementation and they are very pleased with the equipment. The cost for this model is approximately $650. As stated previously, when the time comes to purchase this equipment, the State has multiple competitive procurement options to reduce the cost with volume discounts.

An equipment expense that other States have not had to incur is the Handheld Bar Code Scanner. Due to Mississippi's unique Direct Food Distribution method, it is imperative that a bar-code scanner be employed. Mississippi has elected to propose the Honeywell Metrologic BT wireless scanner (refer to Appendix 4 for a full set of specifications). The wireless option was chosen so that these scanners can be used throughout the warehouse (away from the checkout area) to perform Inventory maintenance (food check in, spoilage, transfers, etc.). The cost of the model that was chosen is a mid-range wireless model at $600. USDA/FMS should note that this model is subject to change since the state expects the Implementation Contractor to propose barcode scanning equipment that interfaces with the Food Management System proposed in their response to RFP #3550.

Commercial Off the Shelf Software Costs

The estimated software costs contained in this section include the costs for the commercial software to be provided with each configuration. The cost of the WIC application software is detailed in a subsequent section of this chapter. For planning purposes, the commercial software costs are based on the following assumptions:

- Work stations will operate under Windows XP Professional
- Each work station will use MSOffice XP Standard Edition

The cost estimates in this section are based on pricing obtained by MSDH as part of our

Microsoft Enterprise License Agreement. Table 3 provides a summary of local agency commercial software costs. This strategy remains the same as in the approved IAPD. The Implementation Contractor will require development tools/architectural framework to make the customizations required for the integrated SPIRIT/FMS system. Since this is the first such development effort for the MSDH environment, the State is expecting the Vendor to propose a standard framework toolset to be used by the State WIC IT staff post-implementation. These costs were estimated based on concurrent license usage by the Vendor and State IT resources.

The Food Management System licensing costs are based upon pricing submitted by Saber, Inc. for the PHIMS RFP. The estimated cost is based on concurrent usage of the system at the clinic and warehouse level (since it will be an integrated system) of 400 concurrent usage. MSDH expects to purchase enterprise licensing thereby decreasing this cost.

MSDH has determined that one COMM Point will be required for the WIC system to interface with PIMS, MIDSS and SAAS. The cost of this license ($5000) is based upon pricing obtained through MSDH's sole source contract with the Centers for Disease Control. Approximately forty hours of technical services at a rate of $175/hr will be required to assist the IC Vendor in setting up the COMM Point for WIC. Ongoing maintenance for WIC's COMM Point will be $300 annually. These costs are reflected in the table below.

Table 3. Summary of Commercial Software Costs

Item	Number	Unit Price	Total Cost
Microsoft Client License – Includes back office and MS Office CALs	400	$225	$90,000
McAfee Antivirus Software	400	$25	$10,000
Development Framework/tools Licensing	10	$3,000	$30,000
FMS software Licensing (will seek an enterprise-wide license instead of this unit cost)	400	$ *Redacted*	$ *Redacted*
Orion Rhapsody COMM Point License plus Technical setup services 40 hrs @ 175/hr	1	$12,000	$12,000
Orion Rhapsody Maintenance	3.5	$300	$1,050
Total Software Costs			$ *Redacted*

State Agency Equipment and Software
Since the fully integrated WIC application (SPIRIT and the Food Management System) will be hosted at ITS (refer to Table 5 and narrative), the existing infrastructure will be retired as end-of-life when the MWITS application is turned off. No additional costs have been allocated to enhance the existing infrastructure.

Project Personnel
As described earlier in this Response document, MSDH Department will assign an individual as State Project Manager from Office of Health Informatics existing staff and use an ITS consultant to support the procurement, project management, and technical assistance functions for the solution. These costs are shown in Table 4a below. FNS will note that this table reflects an increased cost since the approved IAPD. Although narrative in the approved IAPD had denoted the half-time use of an ITS resource, the budget only allocated one quarter of an FTE. MSDH has modified the budget to accurately reflect the half-time usage of an ITS resource.

In addition, Mississippi intends to competitively procure a Quality Assurance contractor. This QA contractor would independently review IC products and perform other services as described in Chapter V, Resource Requirements of the approved IAPD.
Costs are estimated as follows:

Table 4a. State Project Personnel

Item	Cost
½ time ITS Consultant (1040 hrs * $80)	$ 83,200
Length of project	X 1.5
Project Total	$124,800

Table 4b was included in the approved IAPD and has not been modified. It is being included for reference only. MSDH will utilize various staff to facilitate the implementation of this project. This staff will comprise nearly $1,000,000.00 worth of estimated time. The staff mentioned in Table 4b (redacted) are currently paid from either WIC, indirect cost, or state funds. MSDH does not expect this to change for this project. These numbers have not been included in the overall project budget nor are these costs expected to be allocated.

Table 4b. Existing Personnel and estimated time and cost
(*Redacted*)

Software Development and Other Cost Elements
Table 5 at the end of this section presents a breakdown of additional project related cost (i.e., other than state and local agency equipment configurations). Each of these cost components is described below.

Software Development
The assumptions stated in the approved IAPD regarding WIC system implementations being a niche market remain true. Mississippi has contacted several states that have implemented or are in the process of implementing the SPIRIT State Agency Model system. The states that we've contacted (Chickasaw nation, Missouri, Arkansas) have all issued competitive bids and Covansys, the SPIRIT developer has won all the bids to-date. That does not mean however, that other companies will not bid for this implementation. For point of reference, during the PHIMS RFP bid process Saber, Inc. proposed the SPIRIT system and a COTS Food Management System (FMS) for implementation.

The median cost range for the Covansys SPIRIT system implementations we've seen has been in the $ *Redacted* range. However, none of these states were a direct food distribution state. Therefore, the cost of developing or purchasing, customizing and integrating a FMS with the SPIRIT system for Mississippi must also be included. Using the median cost between Covansys' SPIRIT only implementations and Saber, Inc's bid for the PHIMS WIC component, Mississippi anticipates the cost of software (including customizations) to be in the $ *Redacted* to $ *Redacted* range.

While this cost represents a slight reduction from the approved IAPD software development cost, USDA/FNS must understand that as a separate stand-alone system implementation, WIC will be assuming full responsibility for costs that would have been shared in the PHIMS implementation, such as software development tools, database modeling tools, architectural framework, performance/load testing tools, automated testing tools, etc.

Additionally, the budgeted cost of the Food Management system is based on a per user license fee, but depending on how the licensing is structured, Mississippi would most likely seek an enterprise wide license resulting in a reduction in the estimated budget cost.

Mississippi has estimated that the Optional Support and Maintenance provided by the Vendor would be at an annual cost of approximately $ *Redacted*. The cost was estimated based on the median annual cost of warranty offered by Covansys for SPIRIT alone and the cost proposed by Saber, Inc. for the fully integrated SPIRIT and FMS system. Mississippi intends to contract with the Vendor for a full year after the implementation with the option of extending the

Support and Maintenance for an additional two years.

Quality Assurance Support
The complexity of Mississippi's WIC implementation, specifically related to the food distribution method, warrants the procurement of an Independent Validation and Verification Vendor as referenced in the approved IAPD. Therefore, Mississippi has crafted RFP #3551seeking the services of a qualified Quality Assurance Vendor with WIC specific experience to provide project oversight and recommendations regarding the customization and integration of SPIRIT with the proposed Food Management System.

For the purposes of this budget, the State has contacted other states that are in various stages of SPIRIT implementation to discuss the costs of procuring these services. Based on these discussions, the estimates ranged from $ *Redacted* to $ *Redacted*. Several of these states' original contracts began in the $ *Redacted* range and increased during the course of the project due to change orders. Because of the complex nature of integrating the SPIRIT system with the direct distribution method, the State has been very deliberate and detailed about the involvement required from the QA Vendor, as evidenced by the deliverables and interaction requested in the QA RFP. Because of this, Mississippi has doubled the original estimated cost of the QA contractor. The approved IAPD had estimated $ *Redacted* as WIC's portion of the QA Vendor based on other state's budgets but had not yet begun to define the requirements of the QA Contractor. After defining and documenting these requirements, Mississippi estimates that the cost of the QA Vendor will be closer to $ *Redacted* over the course of the eighteen month project.

Site Visits
In order to effectively evaluate IC proposals and to review the quality of their customizations and implementation services, it is anticipated that members of the project evaluation committee will visit facilities where the SPIRIT system is in operation as well as a reference site for the proposed Food Inventory Management system. Members who attend the site visit(s) will provide a feedback session for the evaluation team members who are unable to participate.

LAN and DBMS Training and Technical Assistance
The MSDH intends to maintain the local area networks in the health departments using its existing in-house staff. Formal training and/or specialty consulting will be required to support this effort. In addition to the Help Desk/Field Technicians, data base administrator positions may require additional technical assistance. The project budget includes the estimated cost of three LAN training courses and three DBMS courses.

Hardware Installation

The IC bid is assumed not to cover installation of hardware. Mississippi plans to use WIC network staff to install the proposed equipment statewide but because of limited network staff, may have to contract with additional resources to ensure that the installation occurs timely. If that is the case, the State will issue a separate procurement to install the hardware. Additionally, as denoted in the assessment performed by Burger, Carroll and Associates, some of the WIC sites may require a configuration change and/or an electrical upgrade to accommodate the additional equipment. As such, we have estimated the installation cost at $ *Redacted* for the draft budget.

USDA/FNS should note that the routers/switches that were documented in the approved IAPD to upgrade the network connectivity throughout the state has been accomplished. The cost of this installation is denoted in the Actual Cost Already Incurred section.

Hosting Environment

As referenced earlier in this document, decision has been made to host the WIC system at the State Data Center. There are many benefits to this decision, not the least of which are reducing the cost of WIC overhead, hardware, database licensing and operating systems. Additionally, MSDH will be able to avail themselves of various services that they would not be otherwise able to afford such as an off-site Disaster Recovery facility, full Backup and Restoration capabilities with off-site tape storage, quarterly full-scale Security audits, and 24x7 monitoring and alerting services. Hosting the system at the State Data Center frees agency IT staff up to focus on the business of application support rather than operational support such as having to keep servers running, updated and upgraded, etc.

Earlier in this document, we stated that the existing WIC infrastructure will be retired as end-of-life when the MWITS application is turned off. The environment where the new WIC system will reside consists of 2 recently installed IBM 3850 M2 Enterprise Servers – 4 Processor – 6 core each Servers running VMware 3.5 with Vmotion and other failover redundancy features. A third 3850 is on order. Each 3850 can be expanded from a 4 socket complex of 96 cores to a 16 socket complex with 384 cores running Vmware, Vmotion. Regardless of an increased load of WIC participants in the coming months, it will be virtually impossible to outgrow this environment. As part of the monthly maintenance schedule all platforms (development and test, then production) are kept very close to the same level to prevent issues when applications go live and provide the highest level of security patches available. The ITS Data Center team will keep the database infrastructure at the highest patch levels and security levels. The ITS Data Center team does not do Data Base Administration. Each user agency will be responsible for creating and managing their application data base structures.

In the IBM Disaster Recovery contract, ITS has provisions for servers in the Boulder, CO center and recovers there at least once a year using VMware. All ITS clients are invited to participate in a full-scale Disaster Recovery trial run at the Boulder facility annually.

ITS uses the FDR/Upstream product to backup servers for offsite storage. One set of files goes offsite, one remains onsite. The offsite files are used for the Hot Site drill at IBM BCRS.
Costs for hosting this environment are as follows:

- $350 per month per processor required (currently estimated at 4 processors, one for each technical environment envisioned).

- $1 per Gigabyte of data storage per month. Based upon current levels of combined Warehouse and Clinic data, 60G would be a safe number and would allow plenty of growth over the lifetime of the system

- A monthly connectivity fee of $35

For the fifty four month life cycle of the project, the estimated cost would be $80,730*.

*State Data Center rates are reviewed and adjusted annually according to the recommendation determined by the Federal cost allocation process for hosted environment services of space, network access, environment resources (including UPS and generator), backup, recovery and monitoring services.

Training
The IC will be responsible for developing and customizing all of the training materials for a program of Train-the-Trainer. At this time MSDH is considering contracting with ITS to provide the statewide training. We have estimated the ITS Training Services cost at $ *Redacted* for the draft budget.

This estimate is based upon the cost for similar services performed by ITS during the implementation of MWITS. During the MWITS implementation, ITS provided multiple trainers to blanket the implementing District and conduct just-in-time training for all the sites in the District. Each time a District was next scheduled to ‘go live’, this tactic was employed. The State plans to use the same methodology for the SPIRIT implementation. This estimate is roughly half the cost of having the Implementation Contractor perform all the training throughout the state, based on training cost discussions with the state of Missouri.

Table 5. Summary of Software Development and Other Cost Elements

Project Staff (ITS Resources)		$ 124,800
Software Development Contractor		$ *Redacted*
Optional Maintenance and Support (1 Year)		$ *Redacted*
QA Contractor		$ *Redacted*
Trips to Vendor Sites/States. Six round trips/36 days per diem lodging		
Total Airfare	6,600	
P/D & Lodging	4,000	
Subtotal	10,600	
Total Cost		$ 10,600
Technical LAN Training		
Three LAN training courses @ $2,500 each	7,500	
Three DBMS training courses @ $5,000 each	15,000	
Subtotal	22,500	
Total Cost		$ 22,500
DBMS Technical Assistance		
100 hours @ $150 per hour	15,000	
Subtotal	15,000	
Total Cost		$ 15,000
Data Center Hosting (Project lifetime cost)		
Connectivity $35/mo	$1,890	
Data (60G @$1 per G/mo)	$3,240	
# Environments (processors) = 4 - Development, QA, Test and Training	$75,600	
Subtotal	$80,730	
Total Cost over the life of the project (54 months)		$ 80,730
Hardware Installation		$ *Redacted*

ITS Training	$ *Redacted*
Total Software Development and Other Cost Elements	$ *Redacted*

Project Cost Summary

Table 6, below, provides a cost summary of the major elements of the project.

Table 6. Project Cost Summary

ITEM	COST
Local Agency Equipment	$1,735,240
Local Agency Commercial Software	$ *Redacted*
Software Development and Other Cost Elements	$ *Redacted*
Total	$ *Redacted*

Budget Summary by Federal Fiscal Year

Table 7 provides an estimate of the funding requirements by Federal Fiscal Year and Quarter

Table 7. Funding Requirements by Federal Fiscal Year and Quarter
(*Redacted)*

Table 8. Actual Expenditures to-date by Federal Fiscal Year and Quarter

	SPIRIT Analysis	Site Visits*	Router Switches Equipment	Router/Switches Install	**Total**
2007					
4th Qtr	$33,691.66				$33,691.66
2008					
1st Qtr	$16,036.98				$16,036.98
2nd Qtr	$13,372.71	$5,816.01			$19,188.72
3rd Qtr	$6,195.05				$6,195.05
4th Qtr			$359,472.00		$359,472.00
2009					
1st Qtr				$26,664.00	$26,664.00
2nd Qtr				$3,636.00	$3,636.00
Totals by Category	$69,296.40	$5,816.01	$359,472.00	$30,300.00	$464,884.41

* Travel expenditures were used to facilitate travel for evaluation team members to Indianapolis, IN and Madison, WI to review and evaluate the proposed WIC solution from RFP 3477.

WIC Personal Computer Allocation Table
Warehouse & State Office Only
(Includes Independent Warehouses)

District 1

	User Name	Location	Current Computer	Will Be Replaced
1	Alfred Boyd	District Office	Dell G610	Y
2	Evelyn Elliott	District Office	Dell GX280	Y
4	Dorothy Wren	Tate	Dell GX240	Y
5	FDC - Clerk	Tate	Dell GX240	Y
6	FDC - Clerk	Tate	Dell GX240	Y
7	**Certification - Clerk**	**Tate**	**Memorex Telex**	**Y**
8	Carolyn Tunsill	Tunica	Dell GX240	Y
9	FDC - Clerk	Tunica	Dell GX240	Y
10	Katie Peterson	Yalobusha	Dell GX240	Y
11	FDC - Clerk	Yalobusha	Dell GX240	Y
12	**Certification - Clerk**	**Yalobusha**	**No Computer**	**Y**
13	Vakeithia Fields	Coahoma	Dell GX240	Y
14	FDC - Clerk	Coahoma	Dell GX240	Y
15	FDC - Clerk	Coahoma	Dell GX240	Y
16	FDC - Clerk	Coahoma	Dell GX240	Y
17	**Certification - Clerk**	**Coahoma**	**No Computer**	**Y**
18	Annie Augustus	DeSoto	Dell GX240	Y
19	FDC - Clerk	DeSoto	Dell GX240	Y
20	FDC - Clerk	DeSoto	Dell GX240	Y
21	FDC - Clerk	DeSoto	Dell GX240	Y
22	**Certification - Clerk**	DeSoto	Dell GX260	Y
23	**REG Nutritionist**	**DeSoto**	**Dell**	**Y**
24	Deborah Ward	Grenada	Dell GX240	Y
25	FDC - Clerk	Grenada	Dell GX240	Y
26	FDC - Clerk	Grenada	Dell GX240	Y
27	**Certification - Clerk**	**Grenada**	**Compaq**	**Y**
28	Beverly James	Panola	Dell GX240	Y
29	FDC - Clerk	Panola	Dell GX240	Y
30	FDC - Clerk	Panola	Dell GX240	Y
31	Andrea Clay	Quitman	Dell GX240	Y
32	FDC - Clerk	Quitman	Dell GX240	Y
33	Gail Smith	Tallahatchie - Charleston	Dell GX240	Y

34	FDC - Clerk	Tallahatchie - Charleston	Dell GX240	Y
35	Evelyn Allen	Tallahatchie - Sumner	Dell GX240	Y
36	FDC - Clerk	Tallahatchie - Sumner	Dell GX240	Y
District 2				
37	Preble Foster	District Office	Dell GX280	**Y**
38	Rosemary Chism	Lee WIC Center	Dell G610	**Y**
39	Robin Griffin	Lee WIC Center	Dell GX280	**Y**
40	Candace Huddleston	Tippah	Dell GX240	**Y**
41	FDC - Clerk	Tippah	Dell GX240	**Y**
42	FDC - Clerk	Tippah	Dell GX240	**Y**
43	Genna Dockery	Tishomingo	Dell GX240	**Y**
44	FDC - Clerk	Tishomingo	Dell GX240	**Y**
45	Lisa Doss	Union	Dell GX240	**Y**
46	FDC - Clerk	Union	Dell GX240	**Y**
47	FDC - Clerk	Union	Dell GX240	**Y**
48	**Certification - Clerk**	**Union**	**Compaq P800**	**Y**
49	Martha Stutts	Alcorn	Dell GX240	**Y**
50	FDC - Clerk	Alcorn	Dell GX240	**Y**
51	FDC - Clerk	Alcorn	Dell GX240	**Y**
52	Kathy Hall	Benton	Dell GX240	**Y**
53	FDC - Clerk	Benton	Dell GX240	**Y**
54	Sandra Kendrick	Itawamba	Dell GX240	**Y**
55	FDC - Clerk	Itawamba	Dell GX240	**Y**
56	Martha Davis	Lafayette	Dell GX240	**Y**
57	FDC - Clerk	Lafayette	Dell GX240	**Y**
58	FDC - Clerk	Lafayette	Dell GX240	**Y**
59	**Certification - Clerk**	**Lafayette**	**Not Connected**	**Y**
60	Sandra Lothorp	Lee	Dell GX240	**Y**
61	FDC - Clerk	Lee	Dell GX240	**Y**
62	FDC - Clerk	Lee	Dell GX240	**Y**
63	Catina Jefferies	Marshall - Byhalia	Dell GX240	**Y**
64	FDC - Clerk	Marshall - Byhalia	Dell GX240	**Y**
65	**Certification - Clerk**	**Marshall - Byhalia**	**Compaq P800**	**Y**
66	May Frost	Marshall - Holly Springs	Dell GX240	**Y**
67	FDC - Clerk	Marshall - Holly Springs	Dell GX240	**Y**
68	FDC - Clerk	Marshall - Holly Springs	Dell GX240	**Y**
69	**Certification - Clerk**	**Marshall - Holly Springs**	**Compaq DP**	**Y**
70	Tammy Barrett	Pontotoc	Dell GX240	**Y**
71	FDC - Clerk	Pontotoc	Dell GX240	**Y**
72	Joan Vandevander	Prentiss	Dell GX240	**Y**

73	FDC - Clerk	Prentiss	Dell GX240	**Y**
74	FDC - Clerk	Prentiss	Dell GX240	**Y**
75	**Certification - Clerk**	**Prentiss**	**Compaq P800**	**Y**
		District 3		
76	Hardie Frankel	District Office	Dell GX280	**Y**
77	Richard Barnett	District Office	Dell G610	**Y**
78	BF Coordinator(vacant)	District Office		**Y**
79	Ann Philley	Attala	Dell GX240	**Y**
80	FDC - Clerk	Attala	Dell GX240	**Y**
81	FDC - Clerk	Attala	Dell GX240	**Y**
82	Doris Bernard	Bolivar - Cleveland	Dell GX240	**Y**
83	FDC - Clerk	Bolivar - Cleveland	Dell GX240	**Y**
84	FDC - Clerk	Bolivar - Cleveland	Dell GX240	**Y**
85	**Certification - Clerk**	**Bolivar - Cleveland**	**No Computer**	**Y**
86	LaWare McKenzie	Bolivar - Rosedale	Dell GX240	**Y**
87	FDC - Clerk	Bolivar - Rosedale	Dell GX240	**Y**
88	Debra Richard	Carroll	Dell GX240	**Y**
89	FDC - Clerk	Carroll	Dell GX240	**Y**
90	Rita Collins	Holmes	Dell GX240	**Y**
91	FDC - Clerk	Holmes	Dell GX240	**Y**
92	FDC - Clerk	Holmes	Dell GX240	**Y**
93	Deloris Holt	Humphreys	Dell GX240	**Y**
94	FDC - Clerk	Humphreys	Dell GX240	**Y**
95	Anna James	Leflore	Dell GX240	**Y**
96	FDC - Clerk	Leflore	Dell GX240	**Y**
97	FDC - Clerk	Leflore	Dell GX240	**Y**
98	FDC - Clerk	Leflore	Dell GX240	**Y**
99	FDC - Clerk	Leflore	Dell GX240	**Y**
100	Ruth McClain	Montgomery	Dell GX240	**Y**
101	FDC - Clerk	Montgomery	Dell GX240	**Y**
102	Georgia Myrick	Sunflower - Indianola	Dell GX240	**Y**
103	FDC - Clerk	Sunflower - Indianola	Dell GX240	**Y**
104	FDC - Clerk	Sunflower - Indianola	Dell GX240	**Y**
105	Daisy Morgan	Sunflower - Ruleville	Dell GX240	**Y**
106	FDC - Clerk	Sunflower - Ruleville	Dell GX240	**Y**
107	Cleo Butler	Washington -Greenville	Dell GX240	**Y**
108	FDC - Clerk	Washington -Greenville	Dell GX240	**Y**
109	FDC - Clerk	Washington -Greenville	Dell GX240	**Y**
110	**Certification - Clerk**	**Washington -Greenville**	**Compaq P800**	**Y**
111	**Certification - Clerk**	**Washington -Greenville**	**Compaq P800**	**Y**

112	FDC - Clerk	Washington -Greenville	Dell GX240	**Y**
113	Linda Walker	Washington - Leland	Dell GX240	**Y**
114	FDC - Clerk	Washington - Leland	Dell GX240	**Y**
District 4				
115	Tommie Pulliam	District Office	Dell GX280	**Y**
116	Patricia Heffener	District Office	Dell GX280	**Y**
117	Jan Shockley	District Office	Dell D600	**Y**
118	Jimmy Newland	Calhoun	Dell GX240	**Y**
119	FDC - Clerk	Calhoun	Dell GX240	**Y**
120	Eileen Brents	Chickasaw - Houston	Dell GX240	**Y**
121	FDC - Clerk	Chickasaw - Houston	Dell GX240	**Y**
122	Kawanna Ward	Chickasaw - Okolona	Dell GX240	**Y**
123	FDC - Clerk	Chickasaw - Okolona	Dell GX240	**Y**
124	Charles Grimm	Choctaw	Dell GX240	**Y**
125	FDC - Clerk	Choctaw	Dell GX240	**Y**
126	Callie Gill	Clay	Dell GX240	**Y**
127	FDC - Clerk	Clay	Dell GX240	**Y**
128	FDC - Clerk	Clay	Dell GX240	**Y**
129	Anglea Kincade	Lowndes	Dell GX240	**Y**
130	FDC - Clerk	Lowndes	Dell GX240	**Y**
131	FDC - Clerk	Lowndes	Dell GX240	**Y**
132	FDC - Clerk	Lowndes	Dell GX240	**Y**
133	Betty Parson	Monroe - Aberdeen	Dell GX240	**Y**
134	FDC - Clerk	Monroe - Aberdeen	Dell GX240	**Y**
135	Dean Culver	Monroe - Amory	Dell GX240	**Y**
136	FDC - Clerk	Monroe - Amory	Dell GX240	**Y**
137	Kitty Luster	Noxubee	Dell GX240	**Y**
138	FDC - Clerk	Noxubee	Dell GX240	**Y**
139	FDC - Clerk	Noxubee	Dell GX240	**Y**
140	Christi Fields	Oktibbeha	Dell GX240	**Y**
141	FDC - Clerk	Oktibbeha	Dell GX240	**Y**
142	FDC - Clerk	Oktibbeha	Dell GX240	**Y**
143	FDC - Clerk	Oktibbeha	Dell GX240	**Y**
144	Donna Hood	Webster	Dell GX240	**Y**
145	FDC - Clerk	Webster	Dell GX240	**Y**
146	Glenda Woodruff	Winston	Dell GX240	**Y**
147	FDC - Clerk	Winston	Dell GX240	**Y**
148	FDC - Clerk	Winston	Dell GX240	**Y**
District 5				
149	Judy Parrott	District Office	Dell GX270	Y

150	Booker Robinson	District Office	Dell GX270	Y
151	Karen Womack	District Office	Dell GX270	Y
152	Dora Dee	Claiborne	Dell GX240	Y
153	FDC - Clerk	Claiborne	Dell GX240	Y
154	FDC - Clerk	Claiborne	Dell GX240	Y
155	Larry Reid	Copiah	Dell GX240	Y
156	FDC - Clerk	Copiah	Dell GX240	Y
157	FDC - Clerk	Copiah	Dell GX240	Y
158	Edward Cooper	Hinds - Med Mall	Dell GX240	Y
159	FDC - Clerk	Hinds - Med Mall	Dell GX240	Y
160	FDC - Clerk	Hinds - Med Mall	Dell GX240	Y
161	FDC - Clerk	Hinds - Med Mall	Dell GX240	Y
162	FDC - Clerk	Hinds - Med Mall	Dell GX240	Y
163	FDC - Clerk	Hinds - Med Mall	Dell GX240	Y
164	FDC - Clerk	Hinds - Med Mall	Dell GX240	Y
165	FDC - Clerk	Hinds - Med Mall	Dell GX240	Y
166	**Certification - Clerk**	Hinds - Med Mall		Y
167	Willie Holliday	Hinds - Adelle	Dell GX240	Y
168	FDC - Clerk	Hinds - Adelle	Dell GX240	Y
169	FDC - Clerk	Hinds - Adelle	Dell GX240	Y
170	FDC - Clerk	Hinds - Adelle	Dell GX240	Y
171	FDC - Clerk	Hinds - Adelle	Dell GX240	Y
172	Vacant	Hinds - Raymond	Dell GX240	Y
173	FDC - Clerk	Hinds - Raymond	Dell GX240	Y
174	Calvin Wolfe	Hinds - Utica	Dell GX240	Y
175	Booker Robinson	Hinds - S. Jackson	Dell GX240	Y
176	FDC - Clerk	Hinds - S. Jackson	Dell GX240	Y
177	FDC - Clerk	Hinds - S. Jackson	Dell GX240	Y
178	FDC - Clerk	Hinds - S. Jackson	Dell GX240	Y
179	**Certification - Clerk**	Hinds - S. Jackson	Dell GX260	Y
180	Lynn Luckett	Madison	Dell GX240	Y
181	FDC - Clerk	Madison	Dell GX240	Y
182	FDC - Clerk	Madison	Dell GX240	Y
183	FDC - Clerk	Madison	Dell GX240	Y
184	FDC - Clerk	Madison	Dell GX240	Y
185	Billy Hubbard	Rankin	Dell GX240	Y
186	FDC - Clerk	Rankin	Dell GX240	Y
187	FDC - Clerk	Rankin	Dell GX240	Y
188	**Certification - Clerk**	Rankin	Dell GX260	Y
189	Percy Webb	Sharkey/Issaquena	Dell GX240	Y

190	FDC - Clerk	Sharkey/Issaquena	Dell GX240	Y
191	FDC - Clerk	Sharkey/Issaquena	Dell GX240	Y
192	Sandra Harper	Simpson	Dell GX240	Y
193	FDC - Clerk	Simpson	Dell GX240	Y
194	FDC - Clerk	Simpson	Dell GX240	Y
195	Michael Gates	Warren	Dell GX240	Y
196	FDC - Clerk	Warren	Dell GX240	Y
197	FDC - Clerk	Warren	Dell GX240	Y
198	Mamie Dennis	Yazoo	Dell GX240	Y
199	FDC - Clerk	Yazoo	Dell GX240	Y
200	FDC - Clerk	Yazoo	Dell GX240	Y
District 6				
201	Crystal Phillips	District Office	Dell GX270	Y
202	Evie Driskill	District Office	Dell GX270	Y
203	Jan Shock	District Office	Dell GX270	Y
204	Clarice Gainey	Clarke	Dell GX240	Y
205	FDC - Clerk	Clarke	Dell GX240	Y
206	FDC - Clerk	Clarke	Dell GX240	Y
207	Rhonda Byrd	Jasper	Dell GX240	Y
208	FDC - Clerk	Jasper	Dell GX240	Y
209	FDC - Clerk	Jasper	Dell GX240	Y
210	Vacant	Kemper	Dell GX240	Y
211	FDC - Clerk	Kemper	Dell GX240	Y
212	Rhonda Doss	Lauderdale - Meridian	Dell GX240	Y
213	FDC - Clerk	Lauderdale - Meridian	Dell GX240	Y
214	FDC - Clerk	Lauderdale - Meridian	Dell GX240	Y
215	FDC - Clerk	Lauderdale - Meridian	Dell GX240	Y
216	**Certification - Clerk**	**Lauderdale - Meridian**	**Compaq DP**	Y
217	Dan Irwin	Lauderdale - G. Meridian	Dell GX240	Y
218	FDC - Clerk	Lauderdale - G. Meridian	Dell GX240	Y
219	FDC - Clerk	Lauderdale - G. Meridian	Dell GX240	Y
220	FDC - Clerk	Lauderdale - G. Meridian	Dell GX240	Y
221	FDC - Clerk	Lauderdale - G. Meridian	Dell GX240	Y
222	Teresa Ballenger	Leake	Dell GX240	Y
223	FDC - Clerk	Leake	Dell GX240	Y
224	FDC - Clerk	Leake	Dell GX240	Y
225	Jane Kittrell	Neshoba	Dell GX240	Y
226	FDC - Clerk	Neshoba	Dell GX240	Y
227	FDC - Clerk	Neshoba	Dell GX240	Y
228	Sybil Smith	Newton	Dell GX240	Y

229	FDC - Clerk	Newton	Dell GX240	Y
230	FDC - Clerk	Newton	Dell GX240	Y
231	Lisa Bishop	Scott	Dell GX240	Y
232	FDC - Clerk	Scott	Dell GX240	Y
233	FDC - Clerk	Scott	Dell GX240	Y
234	**Certification - Clerk**	Scott	**Compaq DP**	Y
235	Judy McCrary	Smith	Dell GX240	Y
236	FDC - Clerk	Smith	Dell GX240	Y
		District 7		
237	Carol Rankin	District Office	Dell GX270	Y
238	Mary Sue Davis	District Office	Dell G610	Y
239	Tammy Herring	District Office	Dell GX270	Y
240	Ruth Bernard	Adams	Dell GX240	Y
241	FDC - Clerk	Adams	Dell GX240	Y
242	FDC - Clerk	Adams	Dell GX240	Y
243	FDC - Clerk	Adams	Dell GX240	Y
244	**Certification - Clerk**	Adams	**Compaq DP**	Y
245	Susan Nickles	Amite	Dell GX240	Y
246	FDC - Clerk	Amite	Dell GX240	Y
247	Jouette Allmand	Franklin	Dell GX240	Y
248	FDC - Clerk	Franklin	Dell GX240	Y
249	Claudette Lee	Jefferson	Dell GX240	Y
250	FDC - Clerk	Jefferson	Dell GX240	Y
251	FDC - Clerk	Jefferson	Dell GX240	Y
252	Donna Small	Lawrence	Dell GX240	Y
253	FDC - Clerk	Lawrence	Dell GX240	Y
254	Audrey Boone	Lincoln	Dell GX240	Y
255	FDC - Clerk	Lincoln	Dell GX240	Y
256	FDC - Clerk	Lincoln	Dell GX240	Y
257	Felicia McGaffney	Pike	Dell GX240	Y
258	FDC - Clerk	Pike	Dell GX240	Y
259	FDC - Clerk	Pike	Dell GX240	Y
260	**Certification - Clerk**	**Pike**	**Compaq DP**	Y
261	Janice Vince	Walthall	Dell GX240	Y
262	FDC - Clerk	Walthall	Dell GX240	Y
263	FDC - Clerk	Walthall	Dell GX240	Y
264	Virginia Sweden	Wilkinson	Dell GX240	Y
265	FDC - Clerk	Wilkinson	Dell GX240	Y
		District 8		
266	Linda Gandy	District Office		Y

267	Robert Grimsley	District Office		Y
268	Sherry Burnham	District Office		Y
269	Fredean Taylor	Covington	Dell GX240	Y
270	FDC - Clerk	Covington	Dell GX240	Y
271	Theolyn Allen	Forest	Dell GX240	Y
272	FDC - Clerk	Forest	Dell GX240	Y
273	FDC - Clerk	Forest	Dell GX240	Y
274	FDC - Clerk	Forest	Dell GX240	Y
275	Patricia Helton	Greene	Dell GX240	Y
276	FDC - Clerk	Greene	Dell GX240	Y
277	Harolyn Brown	Jeff Davis	Dell GX240	Y
278	FDC - Clerk	Jeff Davis	Dell GX240	Y
279	FDC - Clerk	Jeff Davis	Dell GX240	Y
280	Jackie Wolverton	Jones	Dell GX240	Y
281	FDC - Clerk	Jones	Dell GX240	Y
282	FDC - Clerk	Jones	Dell GX240	Y
283	FDC - Clerk	Jones	Dell GX240	Y
284	FDC - Clerk	Jones	Dell GX240	Y
285	Terri Martin	Lamar	Dell GX240	Y
286	FDC - Clerk	Lamar	Dell GX240	Y
287	Carlene Armstrong	Marion	Dell GX240	Y
288	FDC - Clerk	Marion	Dell GX240	Y
289	FDC - Clerk	Marion	Dell GX240	Y
290	Shirley Rose	Perry	Dell GX240	Y
291	FDC - Clerk	Perry	Dell GX240	Y
292	Jean Mosley	Wayne	Dell GX240	Y
293	FDC - Clerk	Wayne	Dell GX240	Y
294	FDC - Clerk	Wayne	Dell GX240	Y
		District 9		
295	Elvie Guthrie-Lewis	District Office	Dell GX270	Y
296	Robert Aldridge	District Office	Dell GX270	Y
297	Linda Caruso	District Office	Dell GX270	Y
298	Vacant	George	Dell GX240	Y
299	FDC - Clerk	George	Dell GX240	Y
300	**Certification - Clerk**	**George**	**Compaq DP**	Y
301	Robin Abbot	Hancock	Dell GX240	Y
302	FDC - Clerk	Hancock	Dell GX240	Y
303	FDC - Clerk	Hancock	Dell GX240	Y
304	Susan Halula	Harrison - D'Iberville	Dell GX240	Y
305	FDC - Clerk	Harrison - D'Iberville	Dell GX240	Y

306	FDC - Clerk	Harrison - D'Iberville	Dell GX240	Y
307	FDC - Clerk	Harrison - D'Iberville	Dell GX240	Y
308	FDC - Clerk	Harrison - D'Iberville	Dell GX240	Y
309	**Certification - Clerk**	**Harrison - D'Iberville**	**Compaq DP**	Y
310	Linda McClendon	Harrison - Gulfport S.	Dell GX240	Y
311	FDC - Clerk	Harrison - Gulfport S.	Dell GX240	Y
312	FDC - Clerk	Harrison - Gulfport S.	Dell GX240	Y
313	FDC - Clerk	Harrison - Gulfport S.	Dell GX240	Y
314	FDC - Clerk	Harrison - Gulfport S.	Dell GX240	Y
315	**Certification - Clerk**	Harrison - Gulfport S.	**Compaq DP**	Y
316	Wendy Owens	Harrison - Gulfport	Dell GX240	Y
317	FDC - Clerk	Harrison - Gulfport	Dell GX240	Y
318	FDC - Clerk	Harrison - Gulfport	Dell GX240	Y
319	FDC - Clerk	Harrison - Gulfport	Dell GX240	Y
320	**Certification - Clerk**	**Harrison - Gulfport**	**Compaq DP**	Y
321	Michael Whitehead	Jackson	Dell GX240	Y
322	FDC - Clerk	Jackson	Dell GX240	Y
323	FDC - Clerk	Jackson	Dell GX240	Y
324	FDC - Clerk	Jackson	Dell GX240	Y
325	FDC - Clerk	Jackson	Dell GX240	Y
326	**Certification - Clerk**	**Jackson**	**Compaq DP**	Y
327	Gregory Lott	Pearl River	Dell GX240	Y
328	FDC - Clerk	Pearl River	Dell GX240	Y
329	FDC - Clerk	Pearl River	Dell GX240	Y
330	Kay Skelton	Stone	Dell GX240	Y
331	FDC - Clerk	Stone	Dell GX240	Y
Central Office				
332	Kathy Burk		Dell D610	N
333	Ivy Miller		Dell GX270	N
334	Rose Cosier		Dell GX280	N
335	Mary Gales		Dell GX280	N
336	Cindi Jordan		Dell GX280	N
337	Diana Galafaro		Dell D610	N
338	Jacqueline Wells		Dell GX280	N
339	Amy Winter		Dell GX280	N
340	Laura Wright		Dell GX280	N
341	Sandra Hough		Dell GX280	N
342	Lela Skelton		Dell GX280	N
343	Ceneta Smith		Dell GX280	N
344	Veronica Luckett		L0062779	N

345	Ona Gibbs		Dell D610	N
346	Ona Gibbs		CPQ W98	N
347	Ona Gibbs		Dell C800	N
348	Ona Gibbs		Dell C840	N
349	Kathleen Gutter		Dell GX280	N
350	Ann Davis		Dell GX280	N
351	Anthony Brown		Dell D610	N
352			Dell GX240	N
354	Isaac Friday		Dell D610	N
355	Isaac Friday		Compaq P800	N
356			Dell C840	N
357	Sabrina Walker		Dell D610	N
358			Dell GX240	N
359			Dell C840	N
360	Don Beam		Dell D610	N
361	Don Beam		Dell GX270	N
362	Pete Smith		Dell GX280	N
363	Pete Smith		Dell GX240	N
364	Judy Robinson		Dell D610	N
365	Courtney Brown		Dell GX280	N
366	Johnny Hunt		Dell GX280	N
367	Nikeshia Agee		Dell GX280	N
368	Cynthia Youngblood		Dell GX280	N
369	Tera Bell		Dell GX280	N
370	Dana Mitchell		Dell GX280	N
371	Vacant		Dell GX280	N
372	Bridgette Wells		Dell GX280	N
373	Lynda Poynor		Dell GX280	N
374	Janice Davis		Dell D610	N
375	Valeria Johnson		Dell GX280	N
376	Cheryl Quinn		Dell GX280	N
377	Antoinette Pippins		Dell GX280	N
378	Dorothy Jefferson		Dell D610	N
379	Gwendolyn Ducksworth		Dell GX280	N
380	Linda-Gales-Smith		Dell D610	N
	Total PCs Needed			**330**
Staff expansion/fluctuation at District level (warehouses)				**18**
Grand Total PCs Requested				**348**

WIC Personal Computer Allocation Table State Clinics Only (Does not include Independent Providers)	
MSDH WIC Clinics Statewide	110
Average 3 personal computers at each location	x3
Workstations for clinics	330
On-hand equipment for repair (clinics, warehouses, IPs)	20
TOTAL	**350**

WIC Personal Computer Allocation Table
Independent Provider Clinics Only

Clinic Name	# of Funded WIC Positions in Clinic	Provide a Workstation?
Family Health Center (Laurel)	1	Y
	2	Y
Jackson/Hinds	1	Y
	2	Y
	3	Y
	4	Y
Aaron Henry	1	Y
	2	Y
	3	Y
North East	1	Y
	2	Y
North Benton	1	Y
Delta Community Health Center	1	Y
Mallory	1	Y
Family Health Center (Brandon)	1	Y
G.A. Carmichael	1	Y
	2	Y
	3	Y
	4	Y
UMC Wiser	1	Y
	2	Y
	3	Y
	4	Y
Greater Meridian	1	Y
	2	Y
Jefferson Comprehensive	1	Y
Coastal	1	Y
	2	Y
	3	Y
	4	Y
Total Independent Clinic PCs to be replaced		**30**

SPECIFICATIONS FOR WIRELESS BAR CODE SCANNER PROPOSED
Honeywell Metrologic FocusBT Barcode Scanners

Additional Images:

MS1633 FocusBT Features:

- 1D & 2D Omni-directional Scanning
- High Resolution Image Capture
- Multiple Power Save Modes
- USB BlueTooth Adapter
- Dual Rechargeable Li-Ion Batteries
- 12hrs of Scan Time Per Charge
- 32℉-104℉ Operating Temp.
- Programmable Depth of Field
- Stand Included

Recommended Models			
MK1633-61B05	FocusBT Scanner, Color: Dark Grey with Receiver/Charger Cradle, 110V Power Supply, USB BlueTooth Adapter	$575.00	Add to Cart
MK1633-61B40	FocusBT Scanner, Color: Dark Grey with Receiver/Charger Cradle, 110V Power Supply, USB SMT Dongle (no driver required)	$694.00	Add to Cart

EXHIBIT H
FUNCTIONAL REQUIREMENTS TRACEABILITY MATRIX

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.3	System Maintenance – Food Management System		
14.3.1	The new Food Management System must be modified to contain information regarding Mississippi's food distribution sites. The system will support updating the master list of distribution sites, adding and/or deleting sites, as needed. An identifying distribution site number will be assigned to each distribution site. An effective date for adding or deleting the site will be included in the record. (See Section VII.14.14, Operations Management.)		
14.3.2	Provide the ability to add and remove product categories.		
14.3.3	Provide the ability to add and remove products within categories.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.3.4	The Food Management System must provide the ability to maintain UPC Database for WIC Authorized Foods: Add, update and delete food UPC's and PLUs in the Food UPC/PLU data store; Retrieve food transaction data and vendor prices for each UPC/PLU.		
14.3.5	The Food Management System must accommodate the new WIC Food Packages, and revisions to the FNS 798-798A reports to meet the requirements outlined in the New Food Package rule, scheduled to be implemented in October 2009.		
14.4	Interface Requirements (WIC Clinical System and PIMS)		
14.4.1	System must provide data exchange between the WIC Clinical System and PIMS, using Orion Rhapsody.		
14.4.2	Vendor must map demographic data elements from PIMS VSAM files to the new WIC Clinical System database tables.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.4.3	Vendor must map appointment scheduling data elements from PIMS VSAM files to the new WIC Clinical System database tables.		
14.4.4	System must provide the ability to push real-time updates of demographic data to the new WIC Clinical System, when demographic data is added or modified in PIMS.		
14.4.5	System must provide the ability to push real-time updates of WIC appointment scheduling data to the new WIC Clinical System, when appointment scheduling data is added or modified in PIMS.		
14.4.6	System must utilize the unique identifier created by PIMS (PIMS Id) to link participants in PIMS and the new WIC Clinical System.		
14.5	Interface Requirements (WIC Clinical System and Food Management System)		
14.5.1	The new Food Management System must be modified to contain information regarding Mississippi's food distribution sites.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.5.2	The WIC Clinical System and the Food Management System must share a common table which houses all demographic data for WIC participants.		
14.5.3	Upon issuance of the Food Instrument in the WIC Clinical System, the participant and Food Instrument data must be made available to the Food Management System.		
14.5.4	WIC Clinical System must electronically provide data to the Food Management System when a participant's food instrument changes.		
14.5.5	The Food Management System must store and immediately provide electronic food instrument redemption data to the WIC Clinical System.		
14.5.6	The Food Management System must immediately provide electronic notification to the WIC Clinical System when a client dies, if a pregnancy was terminated, or if other significant changes occur.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.5.7	Provide the ability for WIC Certifiers to view the current inventory, inclusive of formulas and special formulas, available at the Food Distribution sites and Central Warehouse.		
14.5.8	The Food Management System must provide the ability for Food Distribution Center staff to view WIC appointments in the WIC Clinical System.		
14.5.9	System must provide a unique identifier to link participants in the Food Management System and the new WIC Clinical System.		
14.5.10	Send an electronic notification to the WIC Clinic System when a client's address is changed to an out-of-state address. This record must be flagged as an automatic termination with the ability to override the termination when the client shows proof that she physically lives in the state of Mississippi---but has an out of state mailing address (e.g. clients who live near the state line).		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.5.11	Verify food instruments presented for redemption against current valid food instruments as provided by the WIC Clinical System.		
14.5.12	Provide food instrument redemption controls based upon issued food instrument categories and products as provided by the WIC Clinical System. For example, if the Certifier prescribes Enfamil, do not allow the distribution of Prosobee.		
14.5.13	Reconciliation		
14.5.13.1	Details regarding specific data to be passed back and forth between the two systems will be identified in the detailed design phase of the project. Information to be provided to the Food Management System following each food instrument issuance will include but not be limited to: issue site, serialized food instrument number, participant name, participant ID, food instrument ID, actual use date, infant formula type and amount, other tailored food items and amounts, and the issued status code.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.5.13.2	The WIC Clinical System will be provided data regarding the redemption of food instruments at distribution sites from the Food Management System. The new Food Management System shall provide detailed information about each food instrument redemption transaction accessible by the new WIC Clinical System. This information includes but is not limited to: serialized food instrument number, distribution site, use status and actual use date.		
14.5.13.3	The new WIC Clinical must update the food instrument data with the current status of all food instruments issued, voided, or replaced and those redeemed at the distribution sites. The consolidated record of food instrument processing includes but is not limited to: issue site, create date, serialized food instrument number, distribution site, use status, and actual use date.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.5.13.4	The new WIC Clinical System will produce end of month reports detailing the types of errors determined through this record accumulation process, i.e., food instrument reconciliation exception reports.		
14.5.13.5	Immediately after the respective record(s) is saved to the database, the WIC Clinical System must electronically provide data to the Food Management System when a participant's food instrument has been		
14.5.13.5.1	Issued		
14.5.13.5.2	Voided		
14.5.13.5.3	Modified		
14.5.13.5.4	Lost		
14.5.13.5.5	Stolen		
14.5.13.6	The food instrument status codes used in the reconciliation process will be: issued, voided, void/replaced, redeemed, aged out (not redeemed, lost, and stolen). This information must be available to both the WIC Clinical System and the Food Management System.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.5.14	Food Instrument Reconciliation Required Functionality		
	In the new WIC Clinical System, food instrument reconciliation is achieved through two primary processes.		
•	First, a required function of the new WIC Clinical System is to prevent issuing food instruments for WIC participants who do not have an active assigned food instrument for the current period.		
•	Second, a required function to match issued food instruments to redeemed food instruments. Reconciliation reports will be required as detailed in Section VII, Item 14.11, *Food Instrument Reconciliation Outputs.*		
14.5.14.1	Food instrument redemptions will be provided in electronic format from the Food Management System to the WIC Clinical System for reporting purposes.		
14.5.14.2	Process food instruments issued to participants and reconcile food instrument redemptions to issuance information.		
14.6	Appointment Scheduling		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.6.1	The WIC Clinical System must provide the ability to schedule nutrition education appointments at other locations other than the Clinics, such as distribution centers, hospitals, community rooms, etc.		
14.6.2	For MSDH users, Vendor must modify the links (dialog box to schedule an appointment) in the new WIC Clinical System to access the PIMS appointment scheduler instead of the appointment scheduler within the WIC Spirit system. Appointment scheduling within the WIC Clinical System must be restricted to view only access for MSDH users. WIC appointments will be scheduled within PIMS.		
14.6.3	The Vendor must provide full functionality of the WIC SPIRIT appointment scheduler for use by the Independent Providers. For Independent Providers only, the links to schedule appointments using the WIC Spirit appointment scheduler should remain.		
14.7	Enrollment		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.7.1	On the Demographic tab, remove American Indian as the default Race.		
14.7.2	System must provide the ability to record migrant status.		
14.8	Nutrition Services		
14.8.1	Disable data entry into the Immunization table on the Immunization tab for MSDH users and Independent Providers. The Immunization Status field should remain enabled. However, the Immunization Status field should be reset at every certification so the Nurse or Clerk can enter an updated status retrieved from MIDSS.		
14.8.2	On the Immunization tab, provide an icon as a direct link to the Immunization Registry via the new Mississippi Immunization and Disease Surveillance System (MIDSS). The PIMS ID should be used as the unique identifier to link participants in the WIC Clinical System and the Immunization Registry.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.8.3	The System must provide the ability to record head circumference measurements for children < 2 years old.		
14.8.4	System must provide growth chart that plots head circumference/age. Mississippi currently requires a head circumference measurement for all children < 2 years, and this measurement is directly related to an eligibility risk factor (head circumference for age <= 5th percentile).		
14.8.5	System must provide multiple fields to capture the Userid(s) of Staff Member(s) completing the demographic, certification, and other processes.		
14.8.6	System must provide the ability to print Nutritional Educational materials for distribution.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.8.7	System must provide the ability to print all certification data for a participant. Mississippi is not in a position to go totally paperless because we provide integrated services. Other programs will need access to WIC certification data. For instance, Early Periodic Screening and Developmental Testing (EPSDT) will need to view the WIC growth charts for children.		
14.8.8	System must pre-populate the SOAP notes as follows: S should remain blank; pre-populate O with anthropometric and biochemical data entered for the participant; pre-populate A with percentile channels for weight/age, height/age, weight/height or BMI, head circumference for children under 2, Iron status, and risk factors; pre-populate P with client-established goals, educational topics covered and follow-up.		
14.8.9	System must include paper audits on demand for inventory transactions, participant transfers, dual participation, and dual redemptions.		
14.9	Food Instrument Authorization		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	The requirements below describe required functionality in the WIC Clinical System.		
14.9.1	Vendor must modify the WIC Clinical system to accommodate the new WIC Food Packages, and revisions to the FNS 798-798A reports to meet the requirements outlined in the New Food Package rule, scheduled to be implemented in October 2009.		
14.9.2	When a Certifier assigns a subsequent Food Instrument (e.g. for food package changes), the subsequent Food Instrument must reflect the food products which have already been redeemed within that month to prevent dual redemption.		
14.9.3	Special Formulas		
14.9.3.1	The new WIC Clinical System will cause special formula authorizations to expire after a specific period of time based upon defined business rules (e.g., 1 – 6 months based upon the specific formula or other factors).		
14.9.3.2	The new WIC Clinical System must limit the authorization of certain special formulas based on business rules to be defined by MSDH users.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.9.3.3	The WIC Clinical System must provide a field to capture the reasons for assignment of special formulas.		
14.9.3.4	The WIC Clinical System must provide the ability for Certifiers to electronically submit and/or edit special formula orders by client.		
14.9.3.5	The WIC Clinical System must provide reporting of special formula inventory requirements based upon active food instrument authorizations containing special formulas.		
14.9.3.6	The WIC Clinical System must provide the maximum amount of time a client can be prescribed special formula based on gestational age at birth and the date of request with the ability to override.		
14.9.4	Breastfeeding Supplies		
14.9.4.1	The WIC Clinical System must provide the ability for Breastfeeding Coordinators to electronically submit and/or edit orders for breastfeeding supplies by client.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.9.5	The WIC Clinical System must provide fields for capturing the participant's selection of a food distribution site and record the reasons for "out of area" choices, e.g., visiting relatives in another county, special dietary needs, social needs, etc.		
14.9.6	The WIC Clinical System must provide the ability to prevent or allow "exchanges" on a formula by formula basis on an FPA update.		
14.9.7	The WIC Clinical System must prompt user for exceptions, e.g., "Must void current authorization prior to replacement".		
14.9.8	The WIC Clinical System must provide fields to capture the following information for each Food Instrument: the assigning/issuing site, participant's name and ID number, date of assignment/issue, foods and quantities prescribed in the selected food instrument, first and last date of participant use, void date, and food instrument status.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.9.9	The WIC Clinical System must provide the ability to print Food Instrument Authorizations in addition to the voucher checks.		
14.9.10	Prior to printing the Food Instruments, the system must verify that the participant does not have any outstanding "active" food instruments and confirm that the food instrument valid end date is based on number of days in the month of issuance or to the end of the calendar month.		
14.9.11	Reporting		
	The WIC Clinical System should provide the following:		
14.9.11.1	Provide ability to produce adhoc reports of clinical and certification information.		
14.9.11.2	Report on infants issued special formula by type and form. Include date of birth and the date the Food Instrument expires.		
	Purpose: Provide a report that lists infants who are issued special formula by type and form.		
	Frequency: Monthly		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Distribution: State office, district level staff, and local clinic staff		
14.9.11.3	Screen display or report of special formula/medical foods assigned		
	Purpose: Display or hardcopy report of special formula/medical foods assigned.		
	Frequency: On demand.		
	Distribution: Local clinic staff, state office staff, district level staff.		
14.9.11.4	System must provide an Infants on Non-Standard (Special) Formula Report		
	Purpose: To provide a detailed and summary listing of all infants on non-standard formula, including the name of the formula, name of the participant, date of birth, diagnosis, clinic, distribution center, date of the request, number of units, WIC Certifier, gestational age if < 37 weeks.		
	Frequency: On demand		
	Distribution: Local clinic staff, state office staff, district level staff		
14.9.11.5	Notice to Food Distribution Center of lost/stolen food instruments		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Purpose: Notifies Food Distribution Centers of lost/stolen food instruments.		
	Frequency: On demand.		
	Distribution: Local clinic staff, state office staff, district level staff		
14.9.11.6	Notice to Food Distribution Center of redeemed food instruments		
	Purpose: Allows Certifiers to verify whether participant is getting adequate nutrition.		
	Frequency: On demand.		
	Distribution: Local clinic staff, state office staff, district level staff		
14.9.11.7	Food instrument register that lists the serial numbers of the food instruments issued.		
	Purpose: Notifies Food Distribution Centers of issued food instruments.		
	Frequency: On demand.		
	Distribution: Local clinic staff, state office staff, district level staff		
14.9.11.8	Food Instrument		
	Purpose: Print current food instrument based upon participant's assigned Food Instrument		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Frequency: On demand		
	Distribution: Local staff, state office staff, district level staff & participant		
14.9.11.9	Food Instrument Inventory Status by Local Clinic		
	Purpose: This report would provide data on the food instrument serial numbers assigned to each local agency. It would also identify the status of each food instrument as un-issued, redeemed or void.		
	Frequency: On demand		
	Distribution: Local staff, state office staff, district level staff		
14.9.11.10	Lost And Stolen Food Instruments By Local Clinic		
	Purpose: This report would provide a list of food instruments that are reported as lost or stolen.		
	Frequency: On demand		
	Distribution: Local staff, state office staff, district level staff		
14.10	Food Product Distribution		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	The requirements below describe required functionality of the Food Management System.		
14.10.1	Food Instrument Redemption		
	In the new Food Management System, food instrument redemption is achieved by distributing food product via agency distribution sites. First, appropriate food product is procured for distribution. Second, participants present their respective food instrument(s) at a distribution site for redemption. Pick-up is not allowed if the food instrument record is not valid. Also, pick-up will not be allowed for food products not valid for the presented food instrument(s).		
14.10.1.1	General Requirements		
14.10.1.1.1	Record/accept participant record.		
14.10.1.1.2	Record/accept Food Instrument.		
14.10.1.1.3	Record/accept benefit authorization period.		
14.10.1.1.4	Record redemption information.		
14.10.1.2	Must prevent dual redemption of food instruments.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.1.3	Must allow entry of the participant ID and the entry/scan of food instrument barcode to retrieve food instrument record from the WIC Clinical System.		
14.10.1.4	Must be capable of accommodating the Federal food package implementation rules which are scheduled to be implemented in Summer 2009. These food package rules can be found at http://www.fns.usda.gov/wic/benefitsandservices/foodpkg.HTM.		
14.10.1.5	Indicate the reason a Food Instrument is invalid. Food instruments may be invalid for the following reasons: outside valid dates, voided, replaced, other.		
14.10.1.6	Dual redemption verification will be made immediately within the Food Management System. Food instrument redemption should be crossed-checked against redemption data for all distribution sites to prevent dual participation.		
14.10.1.7	Provide the ability to accommodate multiple “partial” pickups without being classified as dual participation.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.1.8	Include controls to ensure the client receives only 1 food package for a 30 day Food Instrument, and 2 food packages for a 60 day Food Instrument.		
14.10.1.9	When a person comes for a pick-up, display the other family members that also have valid food instruments available for pickup for that month using the Family ID or house-hold address.		
14.10.1.10	When a Proxy does a pick-up, the system should display the other clients whose food package can be picked up by that Proxy.		
14.10.1.11	When a participant redeems their food at a distribution site other than their assigned site, list the participant's reasons why (e.g., visiting relatives in another county, social needs, etc.).		
14.10.1.12	Provide the ability to identify prescribed food items that were declined by the participant (must be printed on client's receipt).		
14.10.1.13	Provide the ability to tag out-of-stock food items (must be printed on client's receipt).		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.1.14	Provide the ability to record the specific food(s) chosen by the client. In the event the scanner is unavailable, the system must provide the ability to record food choices made by the client via drop down boxes (e.g. flavor of juice).		
14.10.1.15	Entry (scan) of food product codes at time of food instrument redemption, food product receipt, and physical inventory process.		
14.10.1.16	At redemption, adjust inventory counts appropriately as food selections are issued to the WIC client.		
14.10.1.17	Provide the ability to scan food product items. Upon decision of the scanners to be used, MSDH will purchase scanners using a separate procurement.		
14.10.1.18	Provide the ability to record redemption information (against food instrument issuance) at point of sale.		
14.10.1.19	Provide the ability for Food Distribution Center staff to view and communicate all WIC appointments to clients.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.1.20	Provide the ability for Food Distribution Center staff to update addresses and phone numbers for clients.		
14.10.2	Food Product Orders		
14.10.2.1	Provide the ability for the Food Distribution Site Managers to electronically submit food product orders to State Office Distribution Staff.		
14.10.2.2	Provide the ability for State Office Distribution Staff to track and approve food product orders electronically submitted by Food Distribution Site Managers, including vendor delivery scheduling abilities/restrictions.		
14.10.2.3	The Food Management System must provide the ability for State Office Distribution Staff to electronically submit food product orders to the food vendors.		
14.10.2.4	Have the ability to track order status (when ordered, when shipped, when expected for delivery, when received) for orders placed with vendors and for transfers between Food Distribution sites.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.2.5	Notify warehouse manager when ordering is required.		
14.10.2.6	Provide warning of low inventory by product.		
14.10.2.7	Provide the Certifiers and Food Distribution staff the ability to enter/edit product transfers from Central Warehouse Shipping and Receiving Center.		
14.10.2.8	Provide the ability to track and fulfill backorders by site.		
14.10.2.9	Accept commodity ordering threshold(s).		
14.10.2.10	Accommodate entry of food product orders.		
14.10.2.11	Automatically calculate inventory orders by comparing the average redemption for the last 3 months, adding an inflation factor percentage, then subtracting the stock on hand. The user must have the ability to change the inflation factor percentage per food product as needed.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.2.12	Accommodate the potential to electronically send inventory orders, including special formulas to the supplying food vendors and the WIC Central Shipping and Receiving Center.		
14.10.2.13	Allow electronic submission of vendor invoice for approval/payment after it is reconciled to the delivery.		
14.10.2.14	Vendor must create a standard format, approved by MSDH, to be used for:		
•	The electronic receipt of Food Product and Special Formula invoices from Vendor		
•	The submission of Food Product and Special Formula orders to Vendor		
14.10.2.15	Special Formula and Breast Feeding		
14.10.2.15.1	Provide the ability for State Office Nutrition Staff to track, edit, and approve special formula orders submitted by Certifiers electronically, including vendor delivery scheduling abilities/restrictions.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.2.15.2	When certain special formulas are approved, the WIC Clinical System must automatically generate a transfer request to the Food Management System to notify Central Warehouse to ship formula to Food Distribution site. The clerks at Central Warehouse Shipping and Receiving Center must have the ability to update the transfer request form online to include additional order information such as shipping information, freight carrier, etc.		
14.10.2.15.3	Provide the ability for State Office Nutrition Staff to track, edit, and approve orders for breastfeeding supplies submitted by Breastfeeding Coordinators electronically, including vendor delivery scheduling abilities/restrictions.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.2.15.4	When an order for breastfeeding supplies is approved, the system must electronically generate a transfer request to notify Central Warehouse to ship breastfeeding supplies to the WIC Clinic. The clerks at Central Warehouse Shipping and Receiving Center must have the ability to update the transfer request form online to include additional order information such as shipping information, freight carrier, etc.		
14.10.3	Food Product Reconciliation		
	In the new Food Management System, food product reconciliation is affected by 4 inherent activities that drive an electronic perpetual inventory. The reconciliation process will utilize a physical inventory to account against the electronic perpetual inventory.		
•	First, food product deliveries are received at the sites from vendor(s) accompanied by respective invoice(s).		
•	Second, food product is distributed to participants through food instrument redemption(s).		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
•	Third, food products are transferred from site to site as need arises.		
•	Fourth, food product inventories experience reasonable shrink and waste.		
14.10.3.1	Provide inventory reconciliation processing against physical inventory.		
14.10.3.2	Forecast inventory levels based on redemption history.		
14.10.3.3	Exchanges		
14.10.3.3.1	Provide the ability to exchange food products for clients. Inventory counts should reflect exchanges (e.g. items returned should be added back into the system).		
14.10.3.3.2	When food product exchanges are not redeemed, this should not be flagged as Failed to Participate. (e.g., the replacement food product was not available upon subsequent visit to exchange and the participant did not come back or the participant just doesn't return to pick up)		
14.10.3.4	Food items on receipt should reconcile to food items on the food instrument.		
14.10.3.5	Perpetual Inventory		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	System should provide perpetual inventory functionality, including but not limited to:		
14.10.3.5.1	Support first-in-first-out inventory control.		
14.10.3.5.2	Support the recording of food instrument redemptions and respective perpetual inventory tracking.		
14.10.3.5.3	Provide for entry of returns and credits.		
14.10.3.5.4	When viewing inventory, products that are flagged as “pending credits” should not be displayed or shown as available products.		
14.10.3.5.5	Provide for entry of food product shrink and waste and respective perpetual inventory tracking, tracking returns and credits for products that cannot be distributed (e.g. damaged, expired, etc).		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.3.5.6	Provide the ability to enter and track damaged/out-dated products housed at the Central Warehouse Shipping and Receiving Center such as special formula and office supplies that need to be picked up from a food distribution site and returned to Central Warehouse Shipping and Receiving Center. The Food Management System should capture site's physical address, number of boxes, clerk's signature and date, date received at shipping and receiving and received by signature.		
14.10.3.5.7	Track products used for demos (available WIC foods displayed at Food Distribution Sites), including products used, location of demo, and person picking up demo when being used for external presentations.		
14.10.3.5.8	Track "shelf life" via bar code scanning.		
14.10.3.6	Physical Inventory Session		
	The Food Management system must provide the following physical inventory functionality per individual food distribution site.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.3.6.1	The Food Management System must provide the ability to record results from Physical Inventory counts specifying total number of cases and total number of units on hand.		
14.10.3.6.2	The system must compute total units, based on cases/units from physical inventory count. (Calculating number of items per case will eliminate the need for staff to figure these totals with a calculator, reducing the number of math errors through human error.)		
14.10.3.6.3	Following physical inventory process, system must be able to display a comparison of system-managed perpetual inventory counts with physical count, list number of units over/short on items and show monetary value of each item over/short as well as a total over/short amount for complete inventory.		
14.10.3.6.4	All information must be visible on screen so that staff can immediately see over/short items.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.3.6.5	Ability to recheck product counts and adjust figures for error corrections before count is finalized.		
14.10.3.7	Transfers		
14.10.3.7.1	Provide the ability to transfer products from site to site. The system should capture the transferring site, receiving site, user submitting transfer, transfer date, shipper, filled date, product code, product quantity, product description, transfer status, quantity received, notes, user who sent the product, and user who received the product.		
14.10.3.7.2	Provide the ability to submit and edit transfer requests for supplies and standard special formulas to Central Warehouse Shipping and Receiving Center for orders submitted by Food Distribution Staff.		
14.10.3.7.3	Provide the ability to track and ship supplies (serialized and non-serialized) from Central Warehouse Shipping and Receiving Center to Food Distribution sites.		
14.10.3.8	Bid Tracking		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	MSDH must collect competitive bid information from food vendors to assist in the comparison and award of contracts.		
14.10.3.8.1	Provide the ability to enter food product costs by product and vendor associated with a food bid.		
14.10.3.8.2	When multiple bids are received within a bid cycle, provide the ability to report on variances in cost by food product.		
14.10.3.8.3	Provide the ability to compare the winning bid to the previous winning bid and report on variances in cost by food product.		
14.10.3.9	Receipt of Inventory		
14.10.3.9.1	Provide the ability to enter and maintain a current list of products, including the associated vendor, vendor's product code, scannable item code (UPC),unit of measure, size, site, quantity on hand, cost, price (retail), description, brand, lot code, USDA item, USDA certified, Food Instrument category code, out-of-date date, and other.		
14.10.3.9.2	Record food commodity shipment receipt.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.3.9.3	Credit commodity inventory for shipment receipt.		
14.10.3.9.4	Debit commodity inventory for redemptions.		
14.10.3.9.5	Allow for the input of food products delivered and received into inventory.		
14.10.3.9.6	Entry of vendor deliveries and respective invoice(s).		
14.10.3.9.7	Provide the ability to record spoilage (e.g. expired milk).		
14.10.3.9.8	Provide the ability to record supplier credit for spoilage.		
14.10.3.9.9	Provide the ability to record damaged goods.		
14.10.3.9.10	Provide the ability to record replacements for damaged inventory.		
14.10.3.10	Vendor Management		
14.10.3.10.1	The Food Management System must provide the ability to maintain Vendor Application Data. Input vendor characteristics data from vendor applications for new and currently authorized vendors.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.3.10.2	The Food Management System must provide the ability to maintain authorized vendor data. Allow for input for vendor identification number for newly authorized vendors, update Vendor Authorization Status to authorized, and update Vendor Authorization Start Date and Vendor Authorization Expiration Date.		
14.10.4	Food Instrument Redemption & Food Product Reconciliation Outputs		
	The Food Management System must produce the following reports and screen displays.		
14.10.4.1	Provide ability to produce adhoc reports of inventory for ordering purposes.		
14.10.4.2	Provide product participation reports.		
14.10.4.3	Prepare food distribution reports.		
14.10.4.4	Allow ad hoc reporting and analysis of food product distribution, inventory levels, inventory value, lot, expiration dates, redemption value, and other.		
14.10.4.5	Provide daily on-hand inventory counts at the end of the day for each distribution site.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.4.6	Report on commodity inventory adjustments (overstocks, under stocks, unit price, and value adjustment) by warehouse.		
14.10.4.7	Redemption Receipt		
	Purpose: Provide participant a record of the Food Instrument redemption along with a retail value. Items declined or out-of-stock items should be printed on receipt as "declined" or "out-of-stock". Recertification appointments should also be printed on receipt.		
	Frequency: Upon completion of food instrument redemption transaction		
	Distribution: Participant		
14.10.4.8	Food product delivery confirmation receipt		
	Purpose: Provide physical record of the delivery		
	Frequency: Upon completion of delivery transaction		
	Distribution: Vendor		
14.10.4.9	Inventory reconciliation report		
	Purpose: Provide record of the inventory reconciliation		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Frequency: Upon completion of physical inventory and reconciliation process		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.10	Inventory reporting		
	Purpose: Provide food product inventory information regarding out-of-dates, value, purchasing history/trends, waste, shrink, and other required analysis		
	Frequency: On demand		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.11	On-hand Stock Report		
	Purpose: Provide a record of on-hand inventory counts for all products (“In Stock”), number of units on order for each product (“On Order”), “Non-usable Products”, and products that are “Available for Distribution” (in stock minus non-usable products). Non-usable products should include pending credits, damaged products, outdated products, etc…).		
	Frequency: On demand		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Distribution: Local staff, state office staff, district level staff		
14.10.4.12	Inventory Status Report		
	Purpose: Report on the number of physical count sessions per month (site id, site name, date of session, type, status).		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.13	Value of Physical Inventory Report		
	Purpose: Report on the value (unit price x total units) of items in stock (physical count) by warehouse.		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.14	Inventory Activity for the State		
	Purpose: Report on the summary of all activity for the State (product code, items received, items distributed, items demonstrated, items exchanged in, exchanged out, transfers in, transfers out, damage no credit, physical total, unit price, value)		
	Distribution: State office staff		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.10.4.15	Food product order and approval		
	Purpose: Provide physical copy of food product orders and their respective approvals		
	Frequency: Upon completion of entering and/or approving orders		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.16	Vendor invoice		
	Purpose: Provide physical copy of reconciled vendor invoice		
	Frequency: Upon completion of reconciling vendor invoice when delivery is received		
	Distribution: Local staff, state office staff, district level staff & vendor		
14.10.4.17	Food product transfer documentation		
	Purpose: Print documentation for food product transfers. Must include staff/site ID transferring, staff/site ID receiving, date transferred, date shipped, date received in distribution center, and expiration dates of food items.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Frequency: Upon completion of entering a transfer out		
	Distribution: Transferring site with second copy to accompany transferred food product to receiving site, local staff, state office staff, district level staff		
14.10.4.18	Food product transfer report		
	Purpose: Printed report of food product transfers by site, district, and state. Must include staff/site ID transferring, staff/site ID receiving, date transferred, date shipped, date received in distribution center, and expiration dates of food items.		
	Frequency: on demand		
	Distribution: local staff, state office staff, district level staff		
14.10.4.19	Distribution value		
	Purpose: Reflect the dollar value of distributed food product (price – cost)		
	Frequency: On demand		
	Distribution: Local clinic staff, state office staff, district level staff		
14.10.4.20	Multi-site data information		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Purpose: Report/display inventory information from multiple sites		
	Frequency: On demand		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.21	Total Food Distributed Report		
	Purpose: Report the quantity of products distributed by product code/product description per distribution center.		
	Frequency: On demand		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.22	Distribution Report		
	Purpose: Report the quantity of items distributed, items demonstrated, total units, unit price, and value (unit price * total units).		
	Frequency: On Demand		
	Distribution: State office staff, district level staff		
14.10.4.23	Formula Distribution Report		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Purpose: Report on the summary of all formula distributed for the State (product code, product name, number of items distributed, unit price, value)		
14.10.4.24	Returns and Credit Report		
	Purpose: Report on the items returned, items credited, the cost per unit, the total cost per product, and grand total for the entire state.		
	Frequency: On Demand		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.25	Drop Report		
	Purpose: Report on the items dropped from inventory due to damage, spoilage, or demos, the cost per unit, the total cost per product, and value (unit price x total units) by site, by district, and by state.		
	Frequency: On Demand		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.26	Client Food Package Report		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Purpose: Provide a report to display active clients, their assigned food package and food package products.		
	Frequency: Daily		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.27	Product Usage Report		
	Purpose: Provide a report to reflect the number of units used within a given month by product. The report should include counts from the previous month's final physical inventory count, the number of items "received in" for the current month, the total products for the current month (previous month's final inventory count plus the number of items received in for the current month) and the counts from the current month's final physical inventory count. The "Units Used" column should be calculated by subtracting the counts from the "current month's final physical inventory count" from the "total products for the current month".		
	Frequency: Monthly		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Distribution: Local staff, state office staff, district level staff		
14.10.4.28	Fail to Pick-up Report/Letters		
	Purpose: Provide a report to display a list of all clients who have not picked up their food package for a selected month. Provide the ability to generate and print individual Fail to Pickup letters for each client. Also provide the ability to generate the report based on certification category and by group related household members.		
	Frequency: Monthly and On Demand		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.29	Closing Facility Letters/Notifications		
	Purpose: In the event a distribution center has to close on a certain day, provide the ability to print letters to clients scheduled for pick-up on that day to inform them of the closing.		
	Frequency: On Demand		
	Distribution: Clients		
14.10.4.30	Bid tracking		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Purpose: Report information concerning bids		
	Frequency: On demand		
	Distribution: Staff		
14.10.4.31	Screen display, report and electronic file for UPC/PLU food list, which displays the UPC/PLU, and description for each food category/subcategory		
	Purpose: This report would list and describe all foods with their UPCs that are authorized for issuance according to the standard category/subcategories. The system should have the ability to provide a hard copy and electronic file.		
	Frequency: On demand		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.32	Estimated Food Instrument and Maximum Values		
	Purpose: This report would provide data on the estimated value for each food instrument type and the maximum value for that food instrument.		
	Frequency: On demand		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Distribution: Local staff, state office staff, district level staff		
14.10.4.33	Estimated Redemption Value for Food Instruments Issued		
	Purpose: This report would list by month of issue, all food instruments issued and their estimated redemption value. The system should array the data by local agency and total for the State agency.		
	Frequency: On demand		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.34	Infant Formula Redemptions		
	Purpose: This report totals the amount and value of all redeemed infant formula food instruments by type and form.		
	Frequency: On demand		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.35	Summary Food Instrument Redemptions by Vendor		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Purpose: This report provides the value of food instrument redemption broken out by vendor.		
	Frequency: On demand		
	Distribution: Local staff, state office staff, district level staff		
14.10.4.36	Screen display or report of vendor applications		
	Purpose: Display or hardcopy report of all vendors who submit applications		
	Frequency: On demand		
	Distribution: State office staff		
14.10.4.37	Screen display or report on vendor authorizations actions scheduled and completed		
	Purpose: Display or hardcopy report of vendor authorizations actions scheduled and completed.		
	Frequency: On demand		
	Distribution: State office staff		
14.10.4.38	List of authorized vendors by identification number		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Purpose: Display or hardcopy report of authorized vendors by identification number.		
	Frequency: On demand		
	Distribution: State office staff		
14.10.4.39	Mailing Labels for Vendors		
	Purpose: Produce mailing labels for correspondences to vendors.		
	Frequency: On demand		
	Distribution: State office staff		
14.10.4.40	The Food Management System must provide the ability to produce correspondence (pre-defined templates) to Vendors. Allow for input for selection of authorized vendors to receive information or correspondence and retrieve name and address.		
14.10.4.41	The new WIC Clinical and Food Management System must be capable of creating a State-level WIC participation/enrollment report by site by category.		
14.11	Food Instrument Reconciliation Outputs		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	The WIC Clinical System and Food Management System must produce the following reports and screen displays.		
14.11.1	Screen Display of food instruments to be voided with the ability to confirm.		
	Purpose: Help user confirm that the correct food instruments are being voided.		
	Frequency: On demand		
	Distribution: Local clinic staff, state office staff (or agency staff), district level staff		
14.11.2	File of food instruments voided and/or replaced		
	Purpose: Inform state office staff of food instruments that have been voided and should not be accepted for food distribution authorization.		
	Frequency: Daily, monthly, quarterly		
	Distribution: State office staff, district level staff		
14.11.3	Screen Display and printed report of food instrument reconciliation		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Purpose: Informs MSDH WIC Program staff of the results of the reconciliation process for each food instrument issued, i.e., Issued/used, issued/ not used, duplicate, issued/replaced, voided/used, aged out.		
	Frequency: On demand. Monthly.		
	Distribution: State WIC staff, district level staff		
14.11.4	Screen Display or printed food instrument history		
	Purpose: Enable MSDH WIC Program staff to access the history of processing for a specific food instrument in order to follow up on any processing problems		
	Frequency: On demand		
	Distribution: Local clinic staff, state office staff, district level staff		
14.11.5	Used but non-issued or voided food instrument report		
	Purpose: Identifies food instruments that have been processed but for which no issuance (or a voided issuance) has been recorded.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Frequency: Daily		
	Distribution: Local clinic staff, state office staff, district level staff		
14.12	Financial Management		
14.12.1	Create an interface with the Mississippi Statewide Automated Accounting System (SAAS) to allow MSDH to add/update financial information in the WIC Clinical System.		
14.13	Caseload Management Outputs		
	The information required to produce these reports comes from both the WIC Clinical System and the Food Management System.		
14.13.1	"Distributions within 30 Days of Certification" Report		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Purpose: Lists all participants who picked up their food package within 30 days of certification. The report should display the clinic id, clinic name, participant's name, address, phone number, SSN, category (pregnant, postpartum, breasting feeding, other), certification date, due date, actual date of delivery, distribution date, and food package code. The report should include a total for each category. The report should be sorted and printed by Clinic.		
	Frequency: Monthly		
	Distribution: Local staff, state office staff, district level staff		
14.13.2	"Last Distribution Date for Total Enrollment" Report		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Purpose: Lists everyone enrolled with their last distribution date. The report should display the clinic id, clinic name, participant's name, address, phone number, SSN, category (pregnant, postpartum, breasting feeding, other), certification date, due date, actual date of delivery, and food package code. The report should include a total for each category. The report should be sorted and printed by Clinic. Also allow the ability to sort by certification date and distribution date.		
	Frequency: Monthly		
	Distribution: Local staff, state office staff, district level staff		
14.14	Operations Management		
14.14.1	Populate the Food Management System database (initial load and ongoing) with food products, inventory, and distributions.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.14.2	Report on Local Agency Activity. The report should include totals for each local agency and subtotals for clinics: Food Instruments issued, Food Instruments used, Food Instruments voided, number of new enrollees, number of certifications and re-certifications, number of participants terminated, number of education contacts/services provided. Each month report the current month, the YTD total, and monthly average. Provide for totals of the activity data at the clinic, agency, district, and state administrative units.		
14.14.3	Track and report on food distributions by clients within 30 days of certification.		
14.14.4	Track and report on total enrollment and last pickup date by clinic.		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
14.14.5	Maintain inventory of serialized items. (1)Input serial numbers when shipments are received by State agency. (2)Input serial numbers or equipment identification numbers for items sent to a local agency. (3)Input local agency code for the local agency receiving the shipment. (4)Calculate number of day's stock and anticipated replenishment date. (5)Update table.		
14.14.6	Maintain inventory of non serialized Items. (1)Input number of items when shipments are received by State agency. (2)Input number of items for items sent to a local agency. (3)Input local agency code for the local agency receiving the shipment. (4)Update table.		
14.14.7	Provide automatic job scheduling capabilities to define (add), modify, disable, and delete scheduled reports or utility programs.		
14.14.8	Operations Management Outputs		
	Vendors should provide requested reports as standard/canned reports.		
14.14.8.1	Display screen or report of serialized item stock inventory status		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Purpose: Display or hardcopy report of serialized item stock inventory status		
	Frequency: On demand, Monthly		
	Distribution: Local clinic staff, state office staff, district level staff		
14.14.8.2	Display screen or report of non-serialized item stock inventory status		
	Purpose: Display or hardcopy report of non-serialized item stock inventory status		
	Frequency: On demand, Monthly		
	Distribution: Local clinic staff, state office staff, district level staff		
14.14.8.3	Screen display or report of participants shopping outside their neighborhoods		
	Purpose: Display or hardcopy report of participants shopping outside their neighborhoods		
	Frequency: On demand, Monthly		
	Distribution: Local clinic staff, state office staff, district level staff		
14.14.8.4	Report of non-serialized item stock inventory status		

Item No.	Description	Respond with: P,C, E, A, D, or N	Vendor Explanation
	Purpose: Provide status of non-serialized items in storage and shipped to local agencies.		
	Frequency: Monthly		
	Distribution: Local clinic staff, state office staff, district level staff		
14.14.8.5	Report of participants shopping outside their neighborhoods		
	Purpose: List of participants that are shopping at vendors outside the normal geographic boundary of their addresses.		
	Frequency: Monthly		
	Distribution: Local clinic staff, state office staff, district level staff		